

*DATA INFRASTRUCTURE GRANT*

*ADULT MENTAL HEALTH &  
WELL-BEING SURVEY*

*2012 ADULT SURVEY*

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# AT A GLANCE

## Summary of 2012 Adult Mental Health & Well-Being Survey

The 2012 Adult Mental Health & Well-Being Survey was administered by mail in June 2012. The survey was mailed to individuals who received services during the previous eight months from MaineCare Section 17 Community Support Services or Section 97 Services Adult Residential Services (PNMI).

A total of 10,696 names and addresses of adults receiving an SMI related service were obtained from the APS HealthCare, Inc. data system, CareConnection. This group of 10,696 is referred to as the “service population”. Of that 10,696, 9,834 surveys were mailed to valid addresses. Of the 9,834 valid addresses, the DHHS Office of Continuous Quality Improvement Services received back 1,342 completed surveys for a response rate of 13.6%.

Highlights from the 2012 survey include:

### DEMOGRAPHICS

- Females (63.3%) were more likely to respond to the survey than males (36.7%).
- The age of survey respondents ranged from 18 to 86 with an average age of 47.4 years.
- Individuals aged 35 and 54 had the highest survey response rate (47.4%).
- The geographic distribution of survey respondents corresponded closely to the distribution of the actual service population.

### DOMAIN AREA SUMMARY

- Overall, respondents reported a high degree of satisfaction with their mental health services.
- The Participation in Treatment Planning domain had the highest proportion of satisfied respondents by domain (85.7%).
- Individuals reported being the least satisfied with their experiences of Social Connectedness (63.1%) and Functioning (60.9%).
- Respondents age 65 and older reported significantly greater satisfaction with their experiences relating to General Satisfaction, Social Connectedness, Outcomes, and Functioning.
- AMHI class members reported greater satisfaction than non class members in the areas of Social Connectedness and Outcomes.

### HEALTH AND WELL-BEING

- Respondents of the 2012 Adult Mental Health & Well-Being Survey were more likely to report:
  - Higher percentages of health risk, including smoking, obesity, high cholesterol and high blood pressure than the general population in Maine.
  - Higher percentages of chronic health conditions than the general population in Maine.

## INTRODUCTION

Currently in its 12<sup>th</sup> year, the Maine Data Infrastructure Grant (DIG) is a federally funded project coordinated by Maine's Department of Health and Human Services Office of Continuous Quality Improvement Services (OCQIS). The grant is sponsored through the Federal Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA) and supports the strengthening of state-level mental health system data through the analysis of service use and service outcomes for adults and children receiving mental health services.

The DIG supports the administration of the DHHS Mental Health & Well-Being Survey, a survey administered annually to adults, children and families receiving publicly funded mental health services from DHHS. Many of the questions asked in the DHHS Mental Health & Well-Being Survey in Maine are also used by State Mental Health Authorities in 50 states and 7 United States Territories. The widespread use of the survey allows for national comparisons of satisfaction trends. The survey assesses consumer satisfaction with mental health services and continues to remain a key part of SAMHSA's National Outcome Measures. The National Outcome Measures (NOMs) are a performance-based, outcome-driven measurement system that focuses on outcomes for people receiving mental health services.

In 2007, Maine was the first state to introduce the inclusion of Health and Well-Being items in both the Adult and Child/Family Mental Health & Well-Being Surveys. These items were adapted from the Behavioral Risk Factor Surveillance System (BRFSS), which is a survey used by all 50 states and has been coordinated by the Centers for Disease Control and Prevention (CDC) since 1987. The Health and Well-Being items included in the Mental Health & Well-Being survey are intended to assess the history of heart disease, diabetes and other health risk factors in survey respondents receiving mental health services. The introduction of these items provides an opportunity to determine if there is an association between the reported health of a survey respondent and satisfaction with the services that they have received over the past year.

Results from the survey are reported annually to stakeholders of the mental health system, including service recipients and their family members, community service providers, and state mental health officials. By examining trends and consumer satisfaction, we can continue to gauge the perceptions of how well services are being provided and use this information side by side with additional measures of service outcomes to improve and enhance the experience of service recipients.

## **SURVEY METHODOLOGY**

Administration of this year's Adult Mental Health & Well-Being Survey was initiated in June 2012. The DHHS Behavioral Health Administrative Service Organization, APS Healthcare, Inc., provides the name, address, zip code, gender, race, age and county of residence for administration of the survey. APS Healthcare, Inc. maintains the service authorization data system for MaineCare funded behavioral health services. The survey was mailed to individuals who received a Severe Mental Illness (SMI) related service during the previous eight months. Adults with a Severe Mental Illness (SMI) are an important subpopulation of adults with mental health challenges and a priority population for the DHHS Office of Adult Mental Health Services. This group is identified by their use of Section 17 Community Support Services or Section 97 Services Residential Treatment Services. In addition to the survey, a cover letter is enclosed to inform individuals of the purpose of the survey, where to call to ask questions about the survey, and that completing the survey is voluntary.

A total of 10,696 names and addresses of adults receiving an SMI related service were obtained from the APS HealthCare, Inc. data system, CareConnection. In this report, this group of 10,696 is referred to as the "service population". Of that 10,696, 9,834 Adult Mental Health & Well-Being Surveys were mailed to valid addresses. Of the 9,834 valid addresses, the DHHS Office of Continuous Quality Improvement Services received back 1,342 completed surveys for a response rate of 13.6%.

## **STATISTICAL SIGNIFICANCE**

Significant difference determines how likely it would be that change between groups of responses is not by chance alone. An example of this would be exploring survey responses by gender to better understand if a difference between responses in males and females is significant. Therefore, a finding indicating that there is a significant difference means that there is statistical evidence to support a real difference between groups of respondents. Survey questions indicating statistical differences were highlighted with an asterisk (\*). No notation was made for questions showing no statistical differences.

## **AMHI CLASS MEMBER**

An AMHI class member is defined as a person who was a patient at the Augusta Mental Health Institute or Riverview Psychiatric Center on or after January 1, 1988 and includes both civil and forensic admissions. By looking at trends and recipient satisfaction, the Office of Adult Mental Health Services (OAMHS) and the Office of Continuous Quality Improvement Services (OCQIS) can better understand class members' experiences with their mental health supports and services. Data obtained from AMHI class members is available in the appendix.

# DHHS Adult Mental Health & Well Being Survey

## SURVEY AREAS

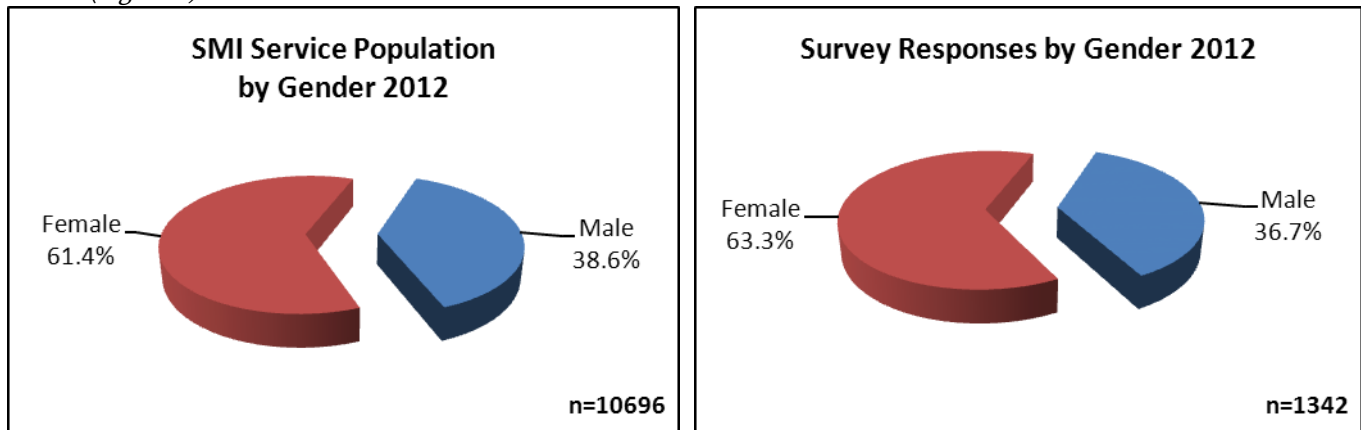
Individuals are asked to answer survey questions using a Likert Scale (Strongly Agree, Agree, Neutral, Disagree, Strongly Disagree). Response options Strongly Agree and Agree are combined to calculate percentages of satisfaction for individual questions. Survey questions are organized into seven domain areas:

- 1) *Perception of Access* – examines an individual’s experience with the convenience and availability of services. Some questions for this area include:
  - The location of services is convenient (public transportation, distance, parking, etc.).
  - Staff are willing to see me as often as I feel it is necessary.
  - Services are available at times that are good for me.
- 2) *Quality and Appropriateness* – refers to individual experiences with the overall quality of services received and include the following questions:
  - Staff encourage me to take responsibility for how I live my life.
  - I feel free to complain.
  - I am given information about my rights.
- 3) *Participation in Treatment Planning* – examines the extent to which individuals are involved and participate in treatment planning decisions. Some questions for this area include:
  - I feel comfortable asking questions about my treatment and medication.
  - I, not staff, decide my treatment goals.
- 4) *General Satisfaction* – examines an individual’s overall satisfaction with the services that have been received. Some questions in this area include:
  - I like the services I receive.
  - If I had other choices, I would still get services from my current service provider(s).
  - I would recommend my current service provider(s) to a friend or family member.
- 5) *Social Connectedness* – examines the extent to which individuals have supportive social relationships and experience a sense of belonging in their community. Some questions for this area include:
  - Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.
  - Other than my current service provider(s), I have people with whom I can do enjoyable things.
  - Other than my current service provider(s), I feel I belong in my community.
- 6) *Outcomes* – examines the extent to which individuals feel that changes in their life are a result of the treatment and services they are receiving. Some questions for this area include:
  - As a direct result of my current services, I deal more effectively with daily problems.
  - As a direct result of my current services, I am better able to control my life.
  - As a direct result of my services, I do better in social situations.
- 7) *Functioning* – this area examines individual experiences with services and how these services have improved or maintained functioning in respect to dealing with everyday situations, problems and crises. Some questions for this scale include:
  - As a direct result of my current services, my symptoms are not bothering me as much.
  - As a direct result of my current services, I am better able to take care of my needs.
  - As a direct result of my current services, I am better able to do things that I want to do.

## DEMOGRAPHICS

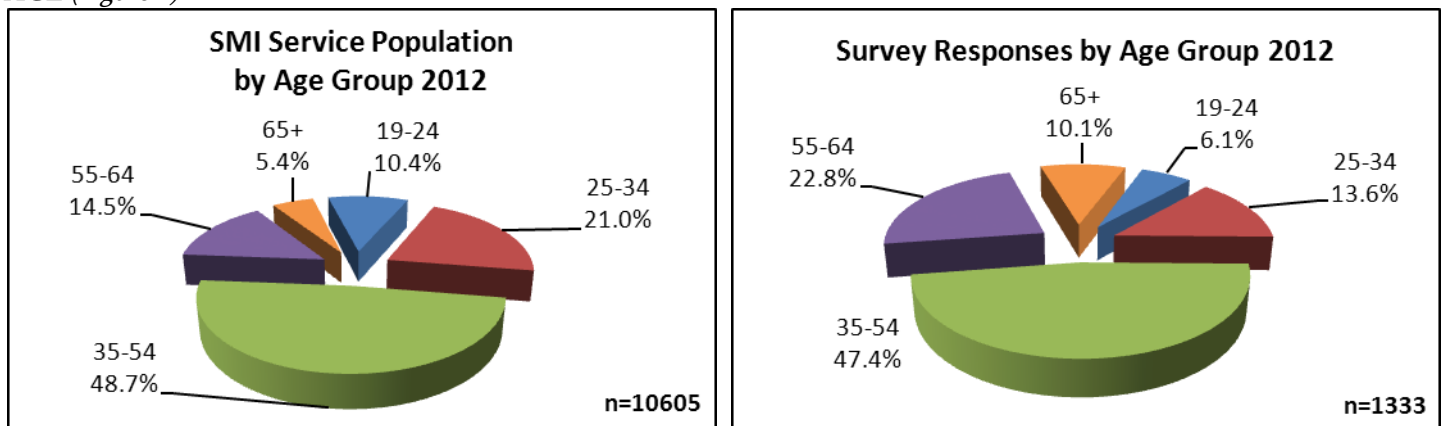
## Demographics: SMI Service Population Compared with Survey Responses

**GENDER** (Figure 1)



- The 2012 distribution of respondents by gender correspond closely with the SMI service population.

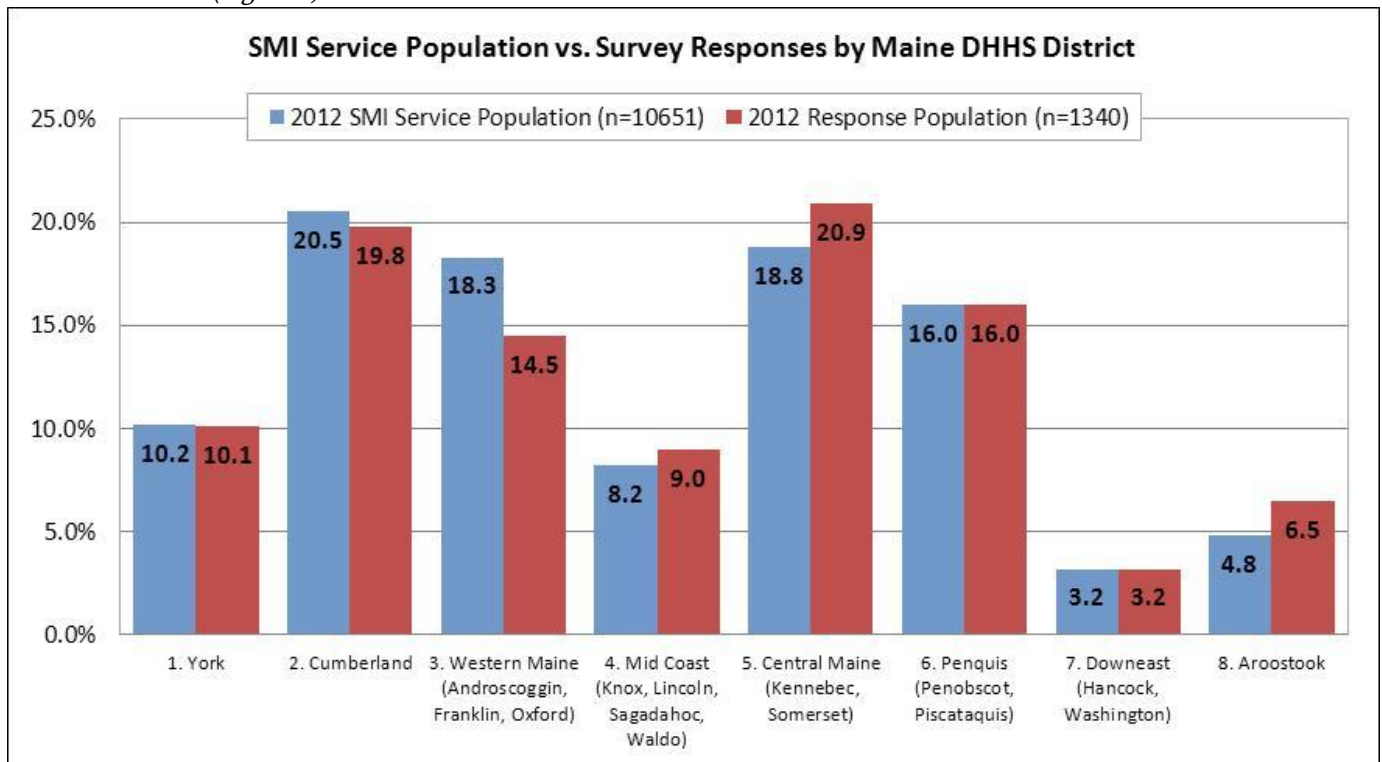
**AGE** (Figure 2)



- Less than three-quarters (70.3%) of survey respondents were between the ages of 35 and 64 years while 19.4% were 34 years or younger.
- Compared with the SMI service population, adults 55 years and older were over represented in the survey sample while younger adults 18 to 34 years were under represented.



### DHHS DISTRICTS (Figure 3)

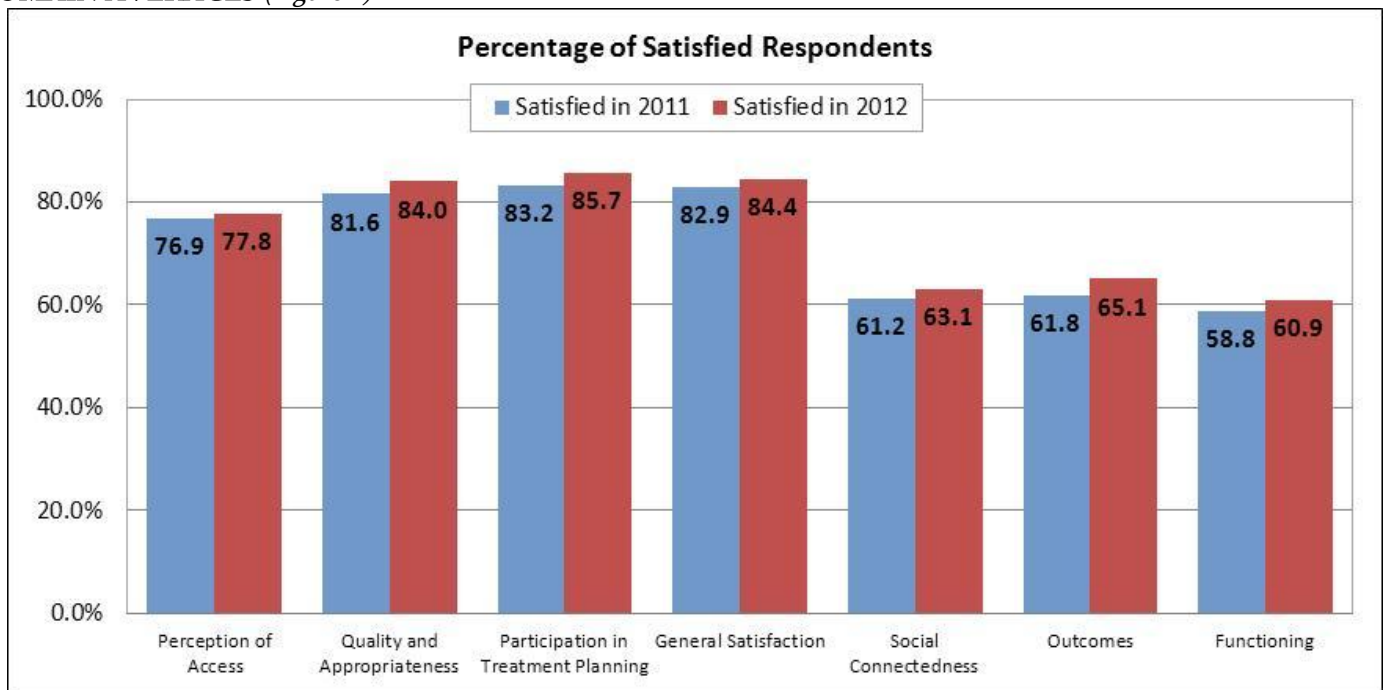


- The geographic distribution of survey respondents by district closely corresponds to the distribution of the actual SMI service population.

## **SATISFACTION BY DOMAIN AREAS**

## SATISFACTION BY DOMAIN AREAS

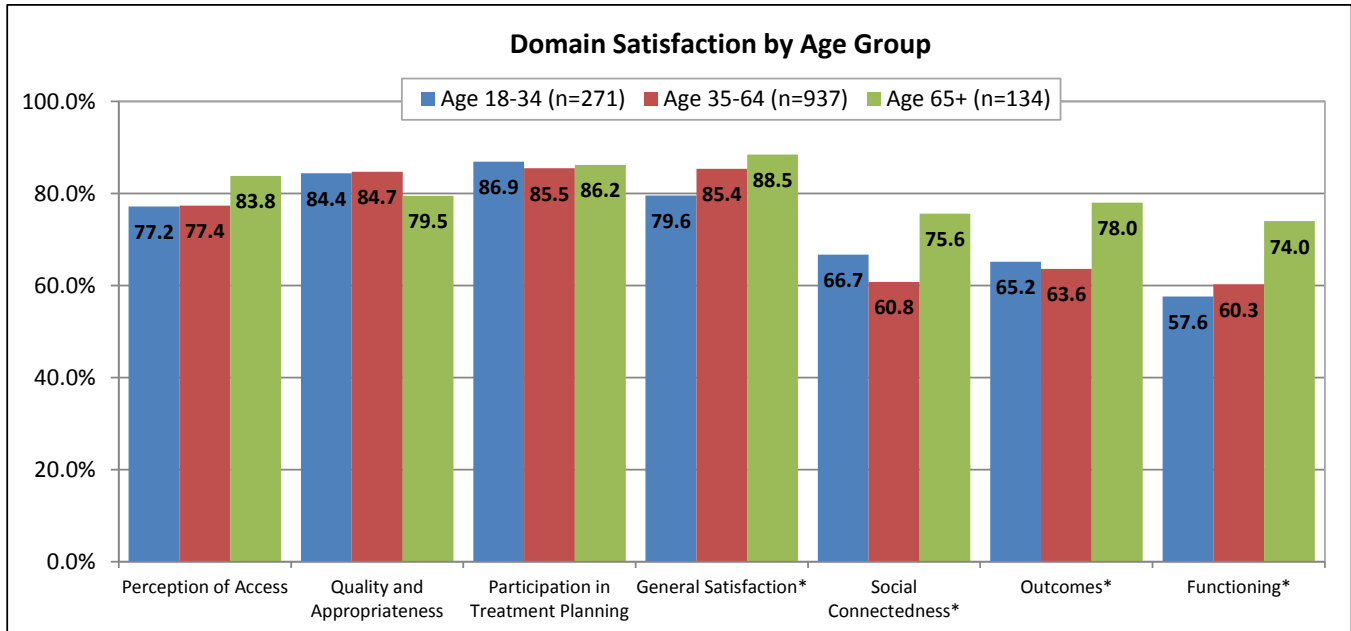
DOMAIN AVERAGES (Figure 4)



- Respondents reported the highest degree of satisfaction with their engagement and participation in the Treatment Planning (85.7%) process.
- Respondents were least satisfied with the degree of improvement they experienced in Social Connectedness (63.1%), Outcomes (65.1%), and ability to Function (60.9%).
- Reported satisfaction remained relatively stable between 2011 and 2012.
- Satisfaction was found to differ significantly by age and class member status. (See page 12 and 13 for a closer look)



DOMAIN SATISFACTION BY AGE (Figure 5)

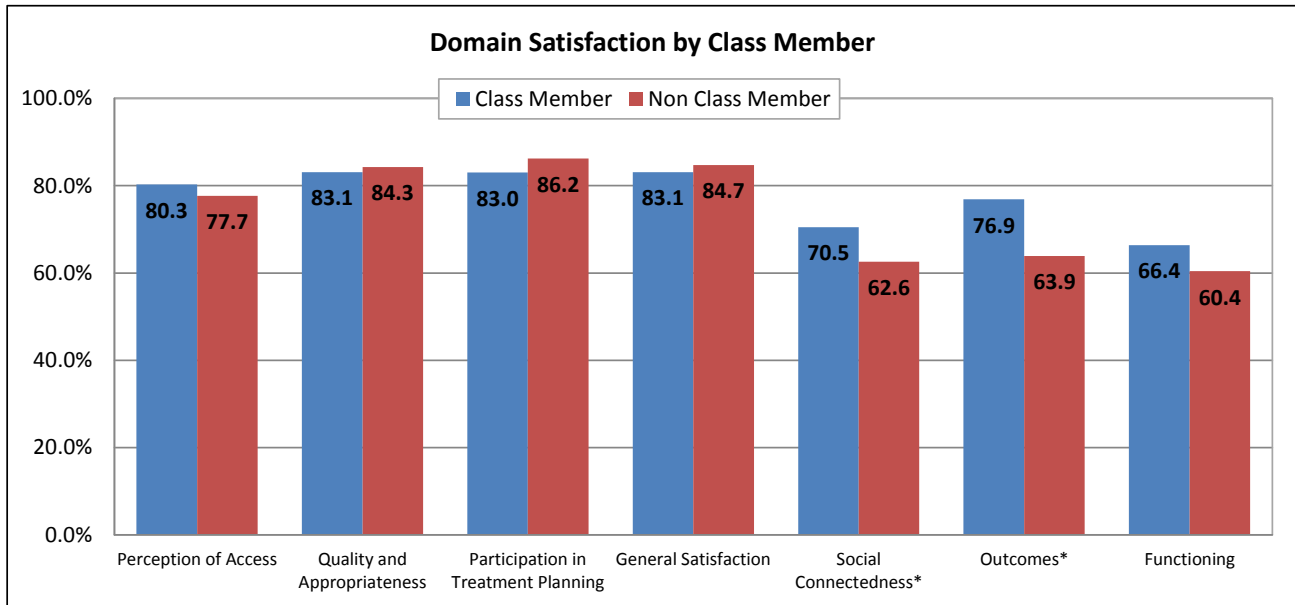


- Respondents age 65 and older were significantly more likely to report being satisfied with their experiences with General Satisfaction, Social Connectedness, Outcomes, and Functioning.

★ = Statistically significant (see page 5)

# A CLOSER LOOK

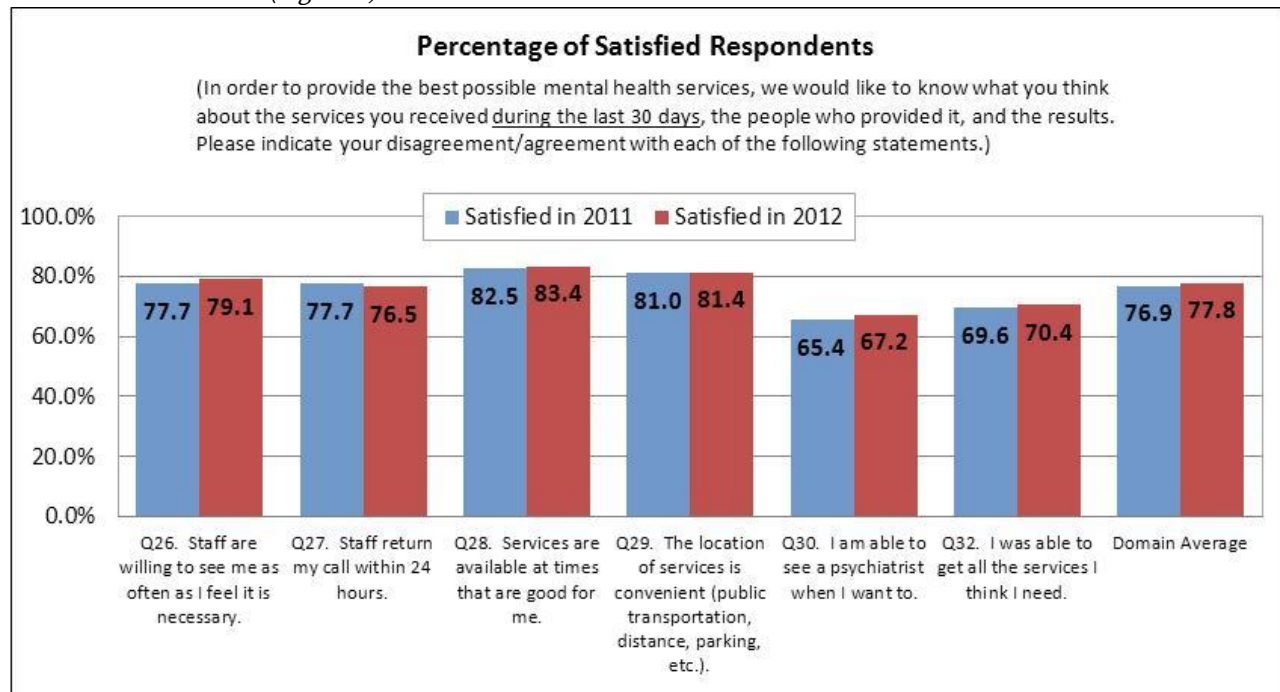
DOMAIN SATISFACTION BY CLASS MEMBER *(Figure 6)*



- AMHI class members were significantly more likely to report satisfaction in Social Connectedness and Outcomes.

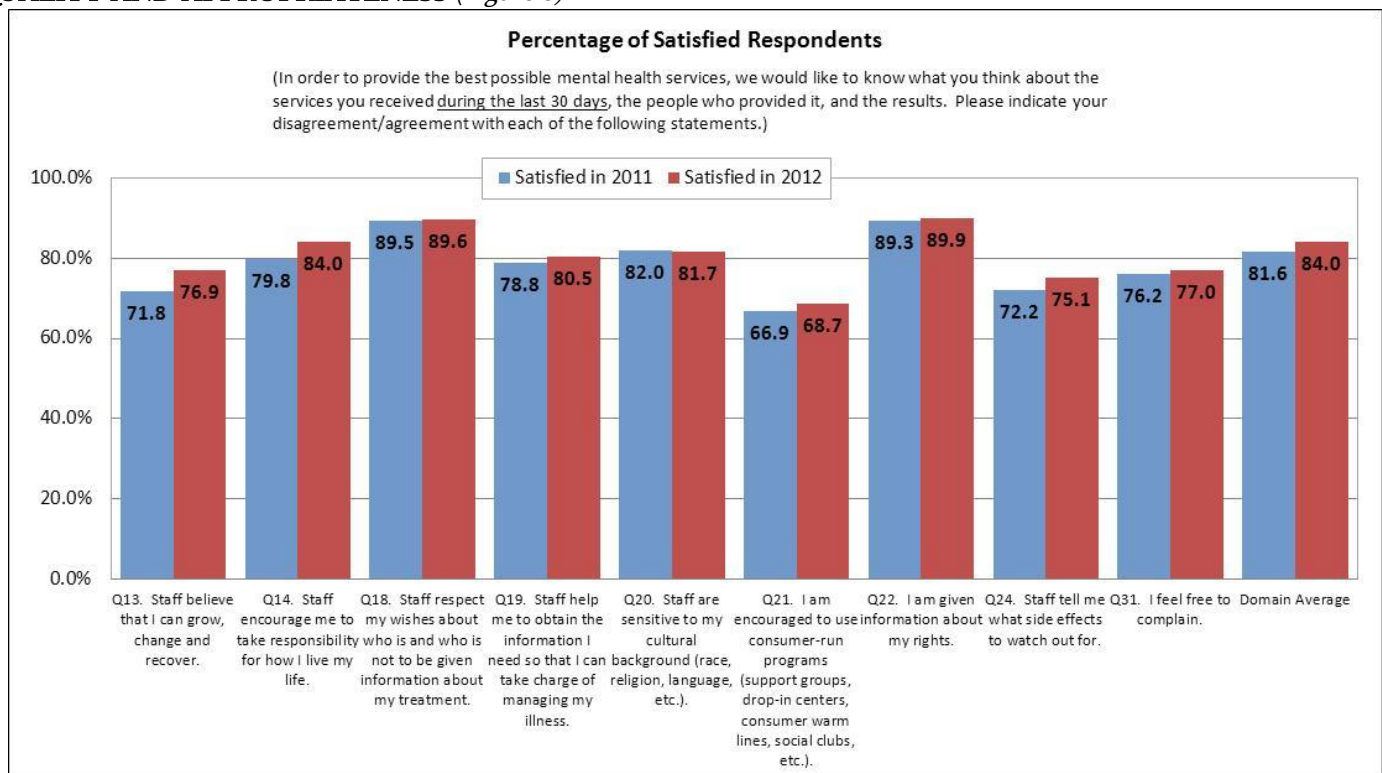
★ = Statistically significant *(see page 5)*

## PERCEPTION OF ACCESS *(Figure 7)*



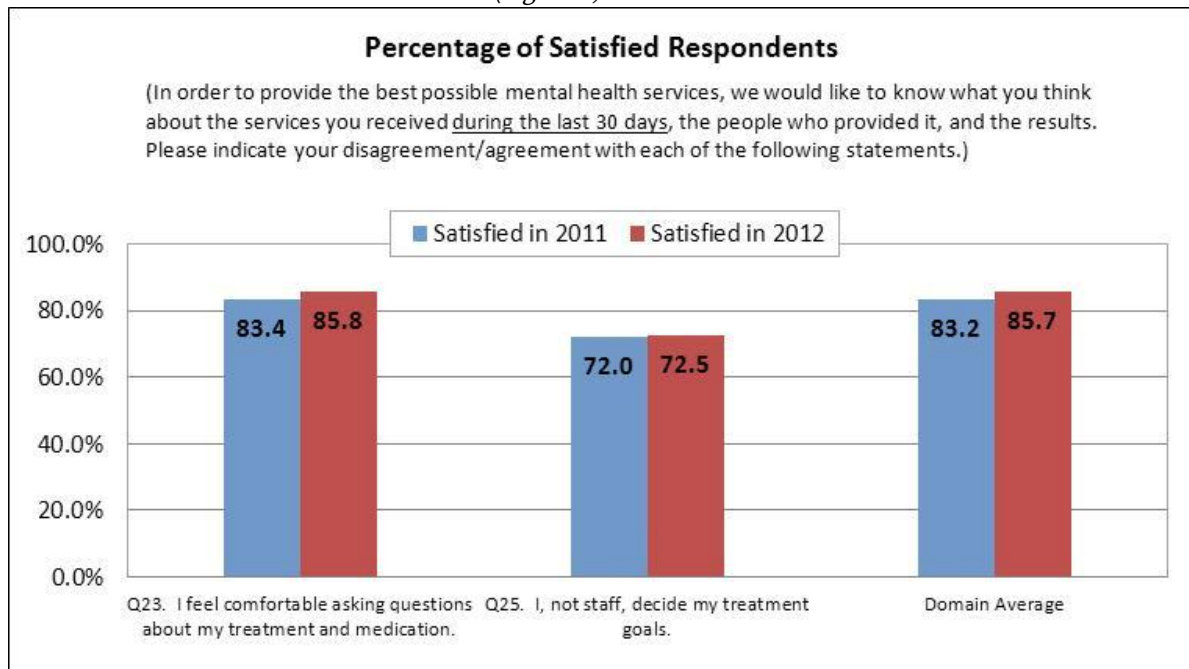
- The Perception of Access domain includes six questions and assesses convenience and availability of services.
- In 2012, more than three-quarters (77.8%) of respondents reported satisfaction with Access to their services.
- Respondents were most likely to report satisfaction (83.4%) with services that were available at times that were good for them (Q28) and that the location of services was convenient (81.4%) (Q29).
- Two-thirds (67.2%) of respondents reported satisfaction when asked if they were able to see a psychiatrist when they want to (Q30).
- Reported satisfaction with Access to Services remained stable between 2011 and 2012.

## QUALITY AND APPROPRIATENESS (Figure 8)



- The Quality and Appropriateness domain includes nine questions and assesses individual experiences with overall quality of services received.
- The majority (89.6%) of respondents reported that staff respected their wishes about who is and who is not given information about their treatment (Q18).
- Most respondents (89.9%) reported that they are given information about their rights (Q22).
- Slightly less than three-quarters (76.9%) of individuals reported that staff at their agency believe that the individual can grow, change and recover (Q13).
- Participant responses to the Quality and Appropriateness domain remained stable between 2011 and 2012.

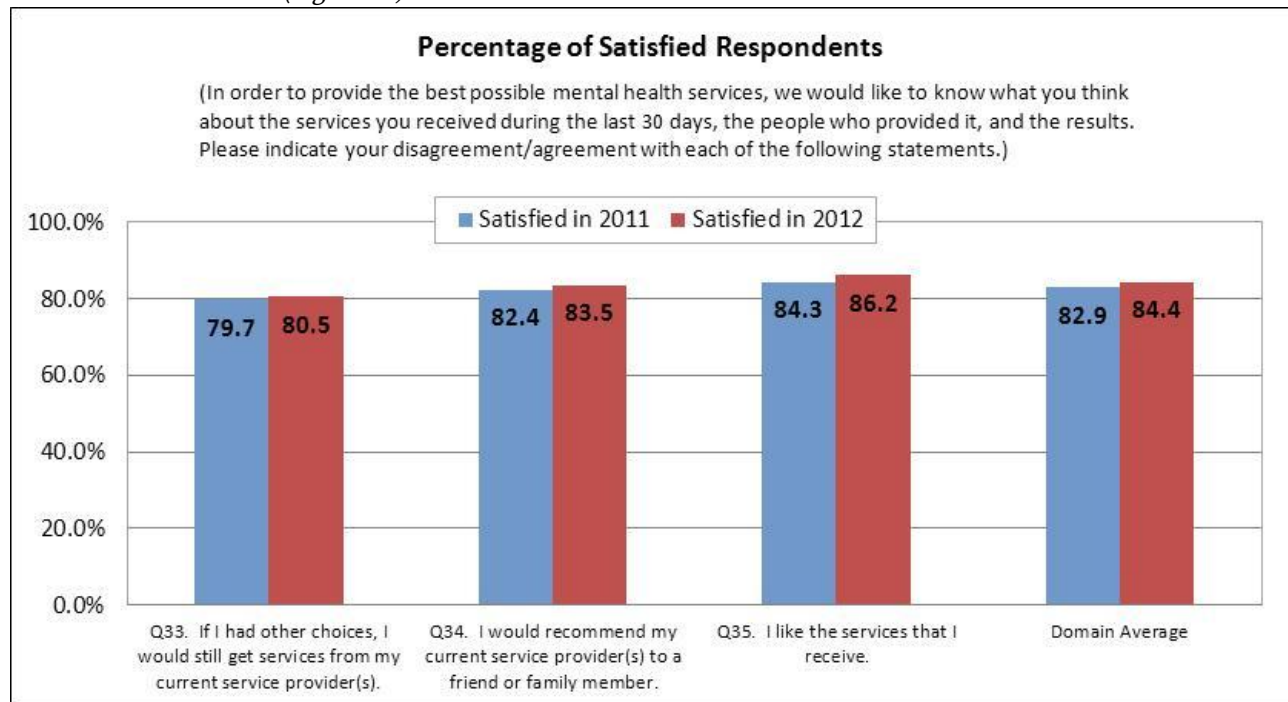
## PARTICIPATION IN TREATMENT PLANNING *(Figure 9)*



- The Participation in Treatment Planning domain contains two questions and assesses the extent to which individuals are involved and participate in treatment planning decisions.
- More than 80% of respondents reported being satisfied with their level of Participation in Treatment Planning.
- Slightly more than 85% of individuals reported that they were comfortable asking questions about their treatment and medication (Q23).
- More than two-thirds (72.5%) of respondents reported that they, not staff, decide their treatment goals (Q25).
- Reported satisfaction with Participation in Treatment Planning remained stable between 2011 and 2012.

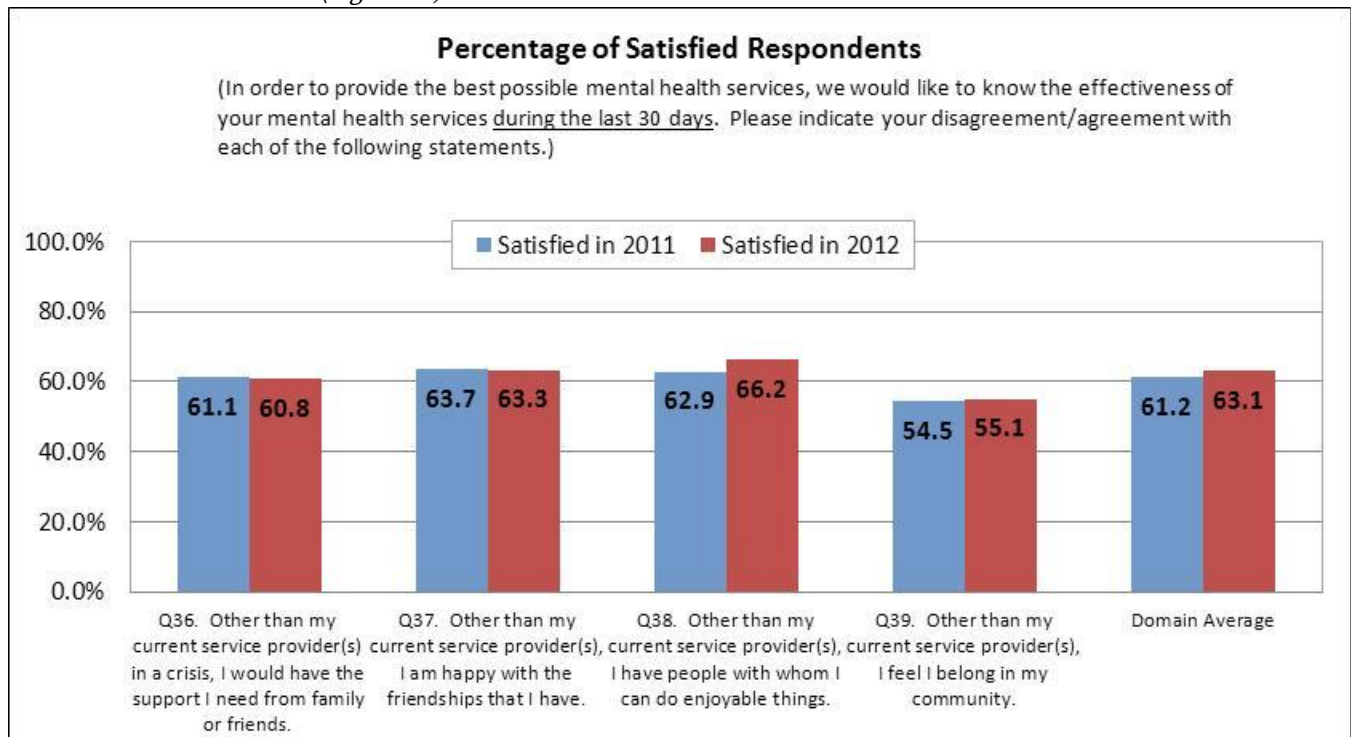


## GENERAL SATISFACTION (Figure 10)



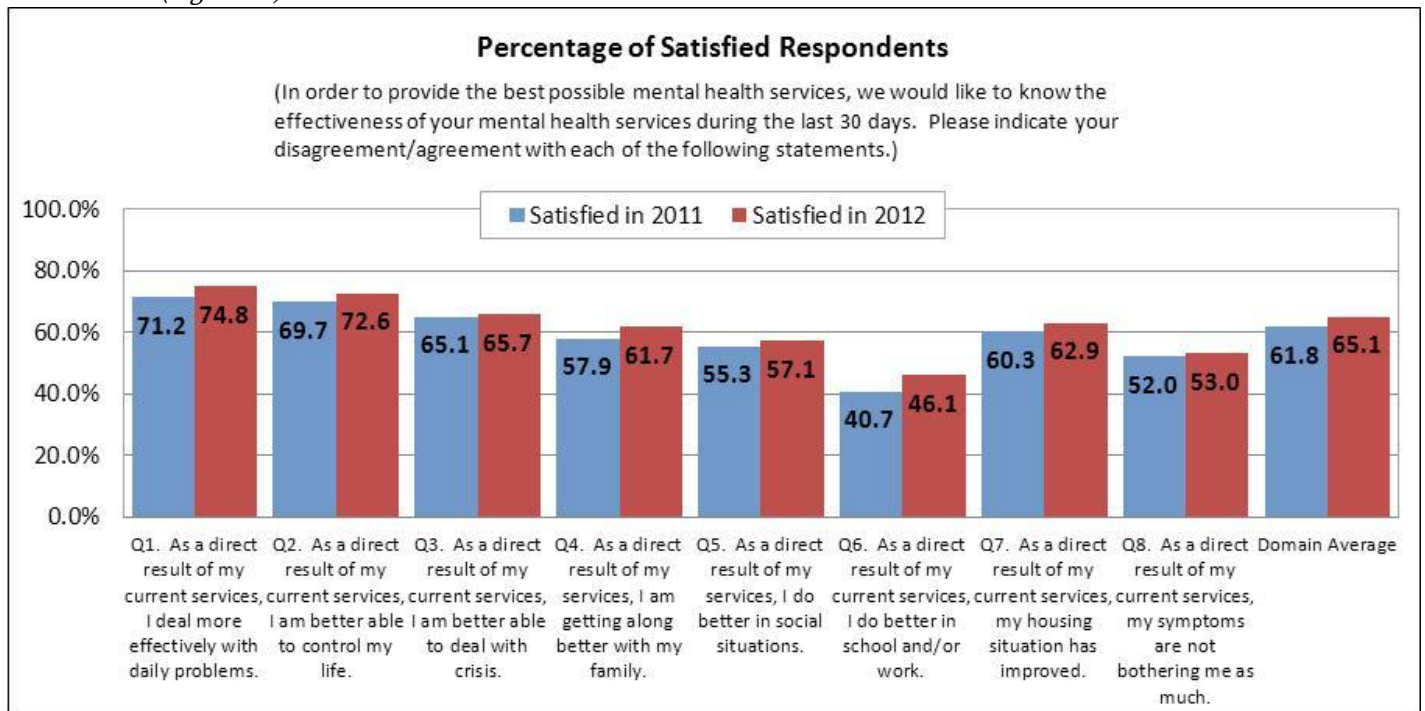
- The General Satisfaction domain includes three questions and assesses an individual's satisfaction with the services that they have received.
- Slightly more than 80% of individuals reported that if given other choices, they would still get services from their current service provider (Q33).
- More than 80% of individuals reported they would recommend their service provider to a friend or family member (Q34).
- More than 80% of respondents reported that they like the services they receive (Q35).
- Respondent experiences with overall satisfaction remained stable between 2011 and 2012.

## SOCIAL CONNECTEDNESS *(Figure 11)*



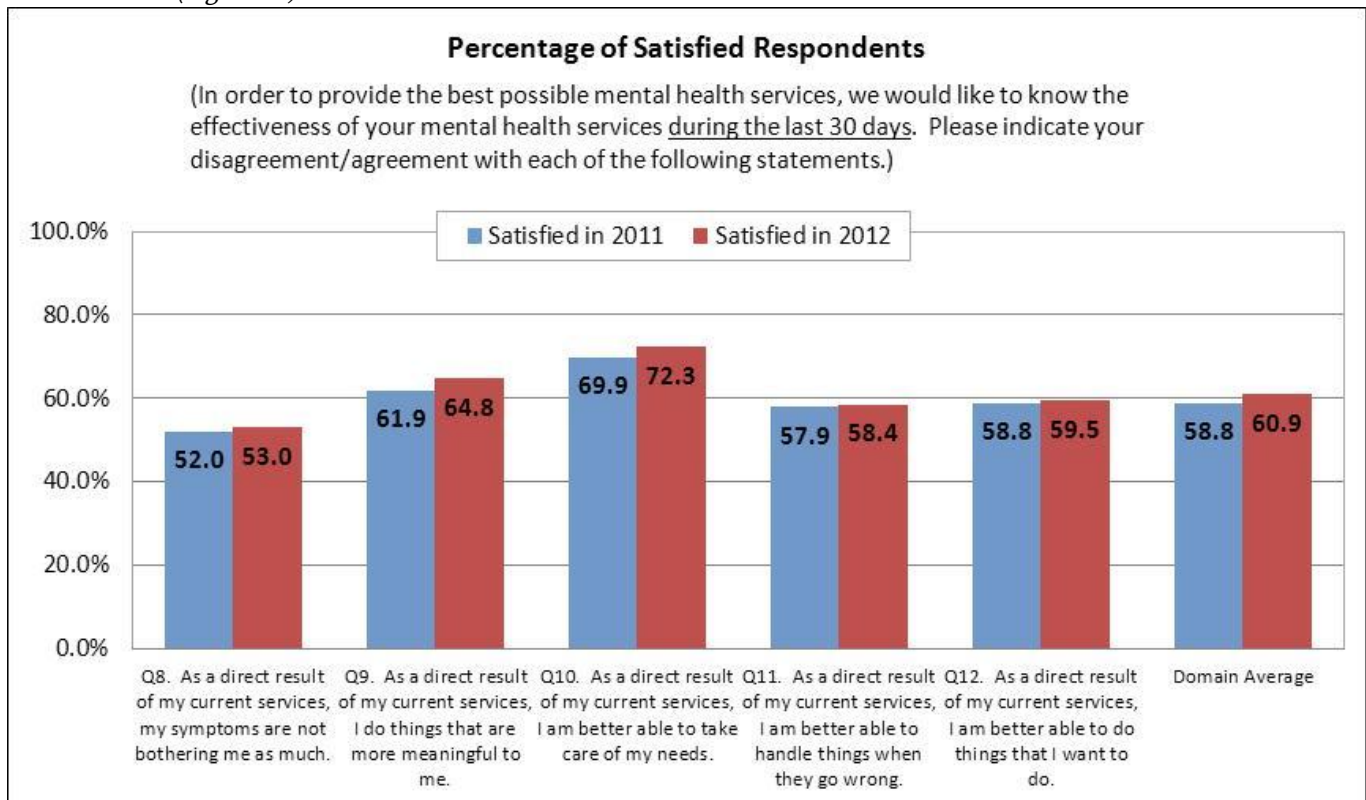
- The Social Connectedness domain includes four questions and examines the extent to which individuals have supportive social relationships and experience a sense of belonging in the community.
- Slightly more than two-thirds (66.2%) of individuals reported that they have people with whom they can do enjoyable things (Q38).
- More than one-half (55.1%) of individuals reported that they feel they belong in the community (Q39).
- Reported satisfaction with Social Connectedness remained consistent between 2011 and 2012.

## OUTCOMES (Figure 12)



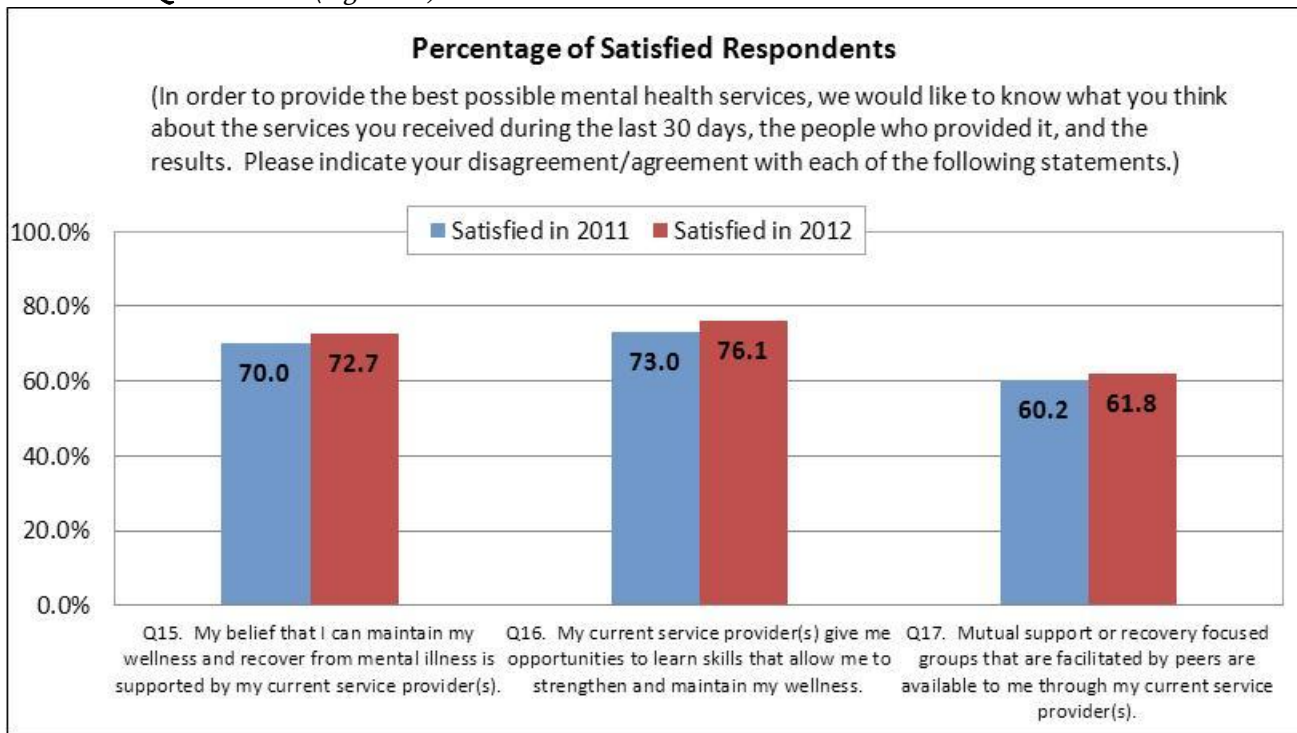
- The Perception of Outcomes domain includes eight questions and assesses the extent to which individuals feel that changes in their life are a result of the treatment and services they are receiving.
- More than 60% of respondents reported that as a direct result of their mental health services, their housing situation has improved (Q7).
- Slightly less than three-quarters (74.8%) of respondents reported that as a direct result of their mental health services, they deal more effectively with daily problems (Q1).
- More than one-half (53.0%) of individuals reported that as a direct result of their mental health services, their symptoms are not bothering them as much (Q8).
- Less than one-half (46.1%) of respondents reported that as a direct result of their services, they do better in school and/or work (Q6).
  - It is important to note that the number of respondents for this question was 307, less than one-half of the survey response population because the question was not applicable to many of the respondents who were not in school and/or work.

## FUNCTIONING (Figure 13)



- The Functioning domain includes five questions and assesses individual experiences with services and how these services have improved or maintained functioning in respect to dealing with everyday situations, problems, and crises.
- Over one-half (60.9%) of individuals reported improved functioning due to their mental health services.
- Less than three-quarters (72.3%) of respondents reported that as a result of their mental health services, they were better able to take care of their needs (Q10).
- Over one-half (59.5%) of individuals reported that as a result of their mental health services, they are able to do things that are more meaningful to them (Q12).

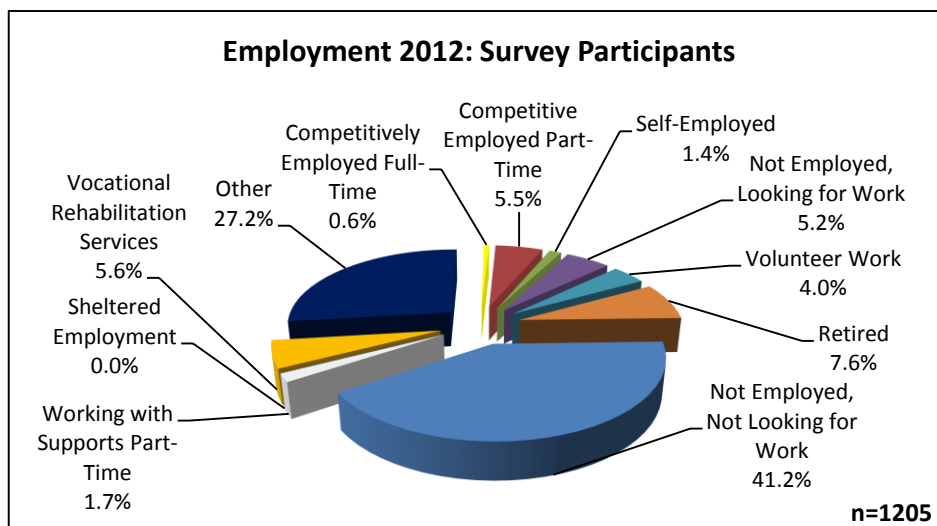
## MAINE ADDED QUESTIONS (Figure 14)



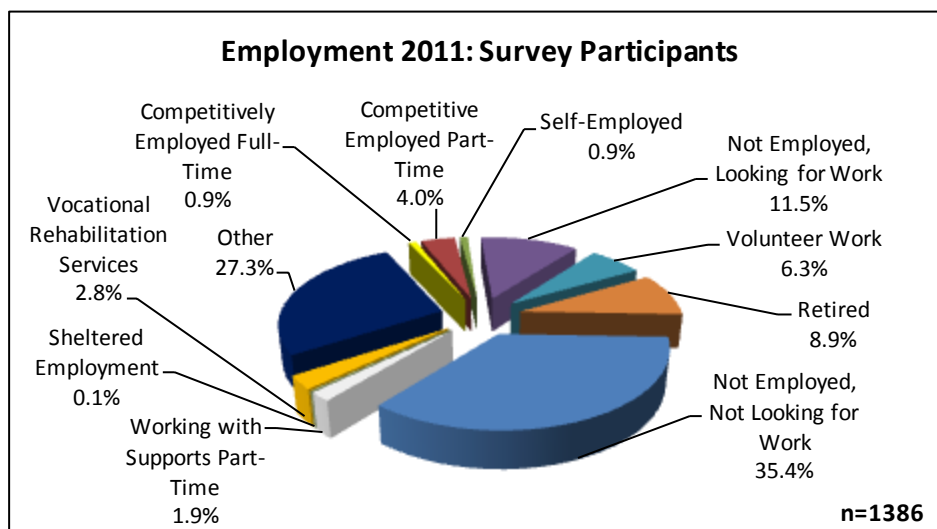
- The DHHS Office of Substance Abuse and Mental Health Services collaborated with the Office of Continuous Quality Improvement Services to add three additional questions to better understand recovery oriented mental health experiences by service recipients.
- More than three-quarters (76.1%) of respondents felt their current service provider gave them opportunities to learn skills that allowed them to strengthen and maintain their wellness (Q16).
- More than 60% of respondents reported that mutual support or recovery focused groups that were facilitated by peers were available to them through their service provider (Q17).
- Responses on recovery-oriented mental health experiences remained stable between 2011 and 2012.

## EMPLOYMENT

## EMPLOYMENT STATUS *(Figure 15)*



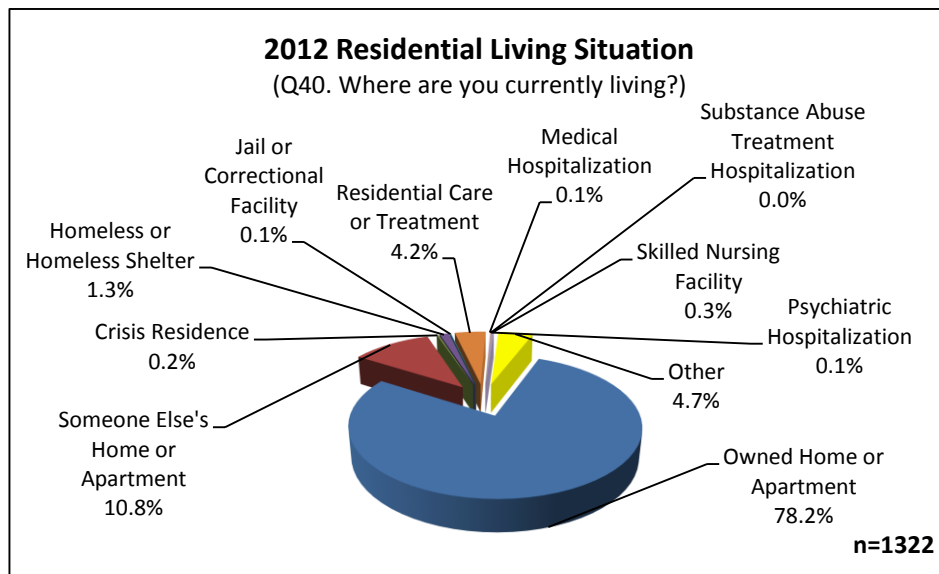
- In 2012, less than 10% (9.2%) of individuals responding to the survey indicated that they were employed competitively, working with supports, or self-employed. This is 1.5% more than 2011 where 7.7% reported being employed in 2011.
- In 2012, only 5.2% reported being unemployed and looking for work. This is 6.3% less than 2011 where 11.5% of respondents indicated that they were unemployed and looking for work.
- More than one-third (41.2%) of respondents indicated that they were not employed and not looking for work compared to 35.4% in 2011.



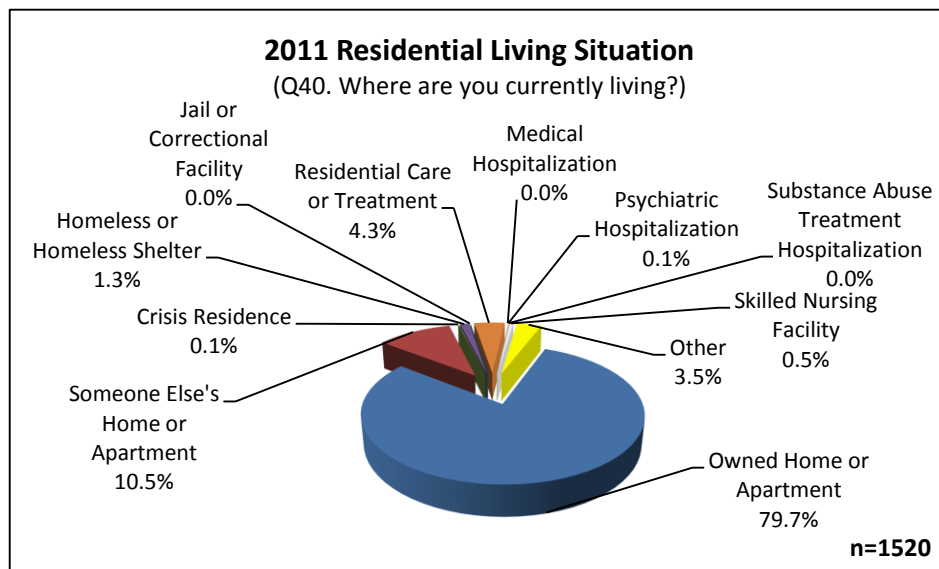
## HOUSING



## RESIDENTIAL LIVING SITUATION (Figure 16)



- The majority (78.2%) of individuals responding to the survey in 2012 indicated that they were living in an owned home or apartment at the time of the survey. This is consistent with 2011 when 79.7% reported living in an owned home or apartment at the time of the survey.

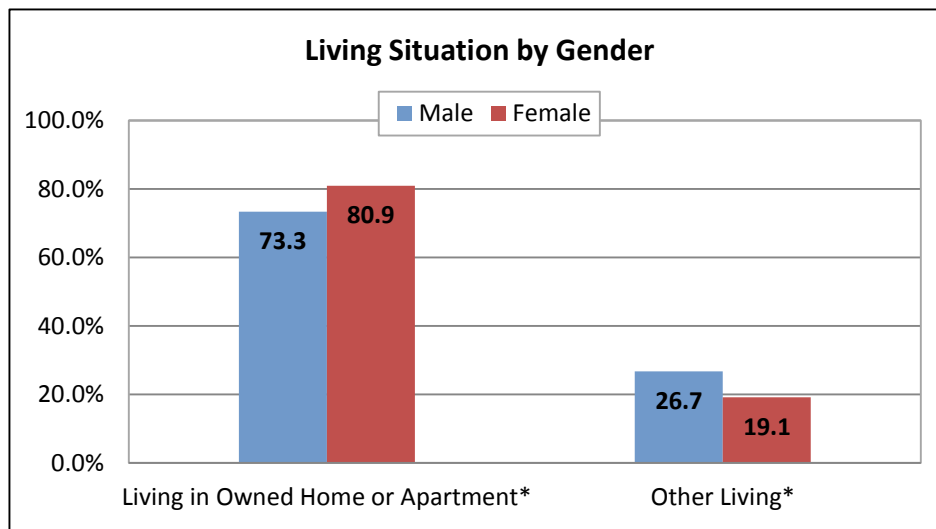


A CLOSER



LOOK

LIVING SITUATION BY GENDER (Figure 17)



- Self-reported living situation differed reliably by gender.
- Females were significantly more likely than males to report that they were living in an owned home or apartment at the time of the survey.

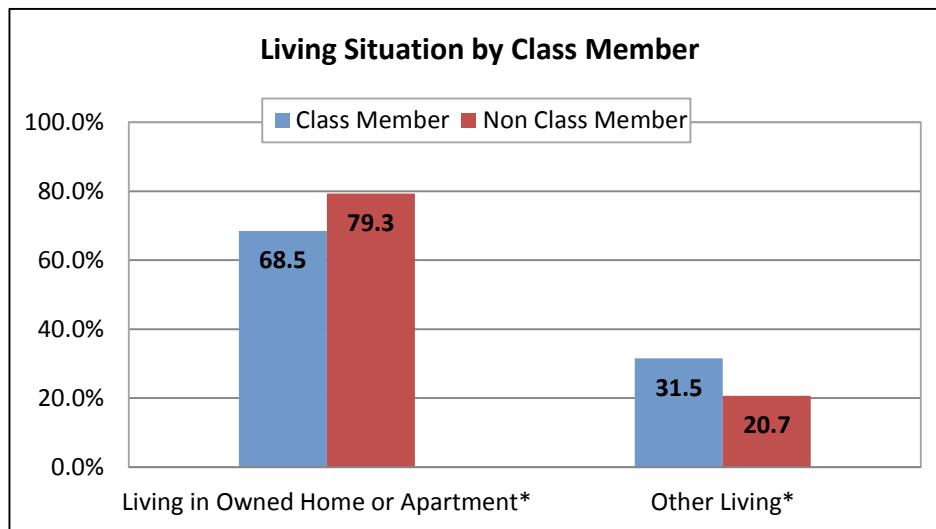
★ = Statistically significant (see page 5)

A CLOSER



LOOK

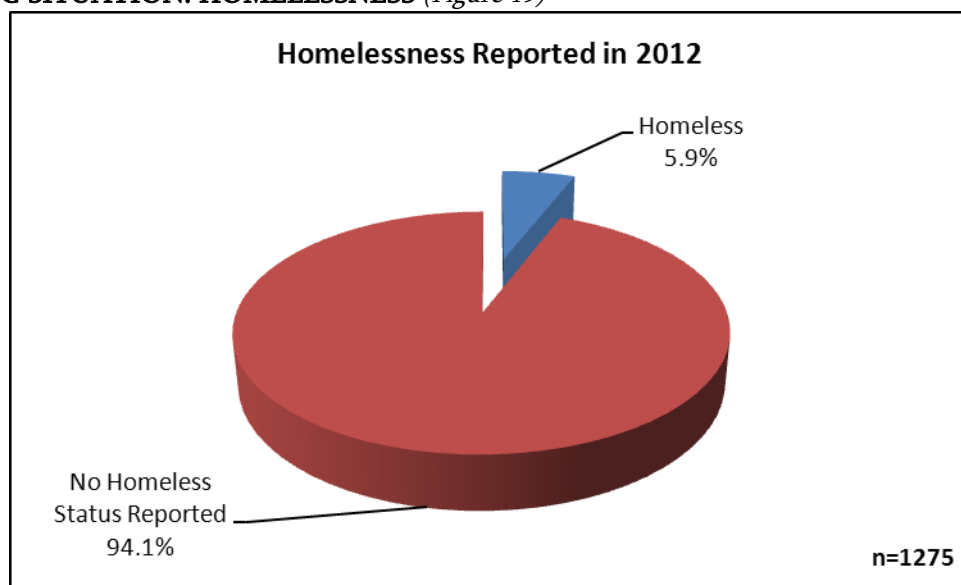
LIVING SITUATION BY CLASS MEMBER STATUS (Figure 18)



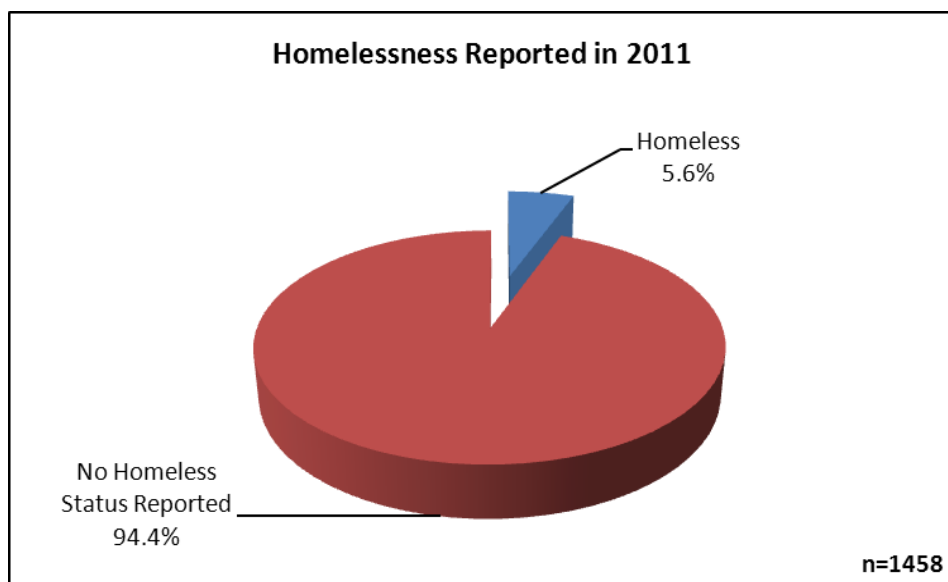
- Class member respondents differed significantly from non class members in the types of living situations reported.
- Non class members were significantly more likely to report that they were living in an owned home or apartment at the time of the survey.

★ = Statistically significant (see page 5)

**MULTIPLE LIVING SITUATION: HOMELESSNESS** (Figure 19)



- When reporting living situations, 5.9% (n=80) of individuals responding to the 2012 survey indicated that they had been homeless or living in a homeless shelter in the last twelve months similar to 5.6% (n=87) reported in 2011.



## HEALTH & WELL-BEING

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In 2007, Maine was the first state to introduce Health and Well-Being items to the Mental Health & Well-Being Surveys. These items were adapted from the Behavioral Risk Factor Surveillance System (BRFSS), which is a survey used by all 50 states and has been coordinated by the Centers for Disease Control and Prevention (CDC) since 1987. The BRFSS is a telephone survey aimed at state residents that collects information on health issues, such as asthma, diabetes, and health care access. Maine has been using the BRFSS since 1987 to collect information from over 6,500 residents each year from the general population in Maine. Federal, state and local health officials, and researchers use information obtained from the BRFSS to track health risks, identify emerging problems, prevent disease and improve treatment.

The inclusion of the BRFSS questions in the Mental Health & Well-Being Survey allows DHHS to compare the health status of individuals receiving mental health services to the health status of the general population in Maine. It also allows an assessment of the history of heart disease, diabetes and other health risk factors in survey respondents as well as the impact an individual's health may have on the delivery of his/her mental health services.

Questions asked in the 2012 Mental Health & Well-Being Survey are:

- Height and Weight (translated into Body Mass Index)
- Have you ever been told by a doctor or health professional that you have (angina or coronary heart disease, heart attack or myocardial infarction, stroke, high blood cholesterol, high blood pressure or hypertension, diabetes, asthma, arthritis, epilepsy or seizure disorder, injury to head or brain, liver condition)? See *Tables Not Included in Report Appendix for asthma, arthritis, epilepsy or seizure disorder, injury to head or brain, and liver condition (e.g., Hepatitis, Cirrhosis, decreased liver function)*
- Do you smoke cigarettes (everyday, some days, not at all)?
- During the past month, did you participate in any physical activities or exercises such as running, aerobics, basketball or other sports, gardening or walking for exercise? See *Tables Not Included in Report Appendix*
- Vigorous physical activities are those that cause large increases in breathing, heart rate or sweating. How many days per week do you do these vigorous activities for at least 10 minutes at a time? See *Tables Not Included in Report Appendix*
- On the days when you drink alcohol, about how many drinks do you drink on average? See *Tables Not Included in Report Appendix*
- How would you describe the condition of your teeth (excellent, very good, good, fair, poor)? See *Tables Not Included in Report Appendix*
- How long has it been since you had your teeth cleaned by a dentist or dental hygienist? See *Tables Not Included in Report Appendix*
- Would you say that your general health is (excellent, very good, good, fair, poor)?
- Now thinking about your physical health, which includes physical illness and injury, how many days during the past 30 days was your physical health not good?
- Now thinking about your mental health, which includes stress, depression, and problems with emotions, how many days during the past 30 days was your mental health not good?
- During the past 30 days, about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, school, or recreation?

## Percent of Respondents Responding Positively to a Health Risk

**HEALTH RISK** (Figure 20)

<b>HEALTH RISK</b> (Age 18-64 Years)	<b>Age Group</b>	<b>2010 DIG Survey Percent (n=1256)</b>	<b>2008 Maine BRFSS Percent</b>	<b>2011 DIG Survey Percent (n=1394)</b>	<b>2009 Maine BRFSS Percent</b>	<b>2012 DIG Survey Percent (n=1208)</b>
Do you smoke cigarettes? <u>Smoking</u>	18-44	50.7	23.7	47.7	22.3	46.9
	45-64	44.2	17.1	42.8	17.1	44.5
Height and Weight. <u>Obesity</u>	18-44	49.5	23.7	60.7	24.2	51.7
	45-64	54.9	31.0	55.0	31.8	55.8
Have you ever been told by your doctor or health professional that you have? Blood cholesterol is high. <u>High Cholesterol</u> *	18-44	23.1	<i>Not Collected in 2008</i>	24.9	20.4	23.8
	45-64	46.4		45.6	45.6	46.6
Have you ever been told by your doctor or health professional that you have? Blood pressure is high. <u>High Blood Pressure</u> *	18-44	21.5	16.3	27.5	13.4	20.0
	45-64	41.7	38.2	42.4	34.1	41.8

- One-half (51.7%) of individuals aged 18 to 44 years reported being obese in the 2012 Mental Health & Well-Being Survey, 9% decrease when nearly two-thirds (60.7%) of respondents in the 2011 Mental Health & Well-Being Survey reported being obese. One-half (49.5%) of respondents in the 2010 Mental Health & Well-Being Survey compared to slightly less than one-quarter (24.2%) of Maine adult BRFSS respondents in 2009.
- Nearly one-half of individuals aged 18 to 44 years both in the 2010, 2011, and 2012 Mental Health & Well-Being Survey (50.7%, 47.7% and 51.7% respectively) reported being smokers compared to 23.7% of Maine adult BRFSS respondents in 2009.

★ = Statistically significant (see page 5)

## Percent of Individuals with a Chronic Health Condition

### CHRONIC HEALTH CONDITIONS (Figure 21)

CHRONIC HEALTH CONDITIONS* (Age 18-64 Years)	Age Group	2010 DIG Survey Percent (n=1256)	2008 Maine BRFSS Percent	2011 DIG Survey Percent (n=1394)	2009 Maine BRFSS Percent	2012 DIG Survey Percent (n=1208)
Have you ever been told by your doctor or health professional that you have? Angina or coronary heart disease. Heart attack or myocardial infarction. Diabetes. <u>Chronic Disease</u> *	18-44 45-64	16.8 37.2	3.7 13.7	18.0 37.1	3.3 15.4	16.2 37.5
Have you ever been told by your doctor or health professional that you have? Angina or coronary heart disease. Heart attack or myocardial infarction. <u>Cardiovascular Disease</u> **	18-44 45-64	2.4 13.1	1.1 6.7	4.2 11.8	1.3 6.5	2.1 13.9
Have you ever been told by your doctor or health professional that you have? <u>Diabetes</u>	18-44 45-64	14.4 30.9	2.6 9.4	14.7 32.0	2.1 11.0	14.8 30.8
* Chronic Disease = reported CVD or Diabetes      **Cardiovascular Disease (CVD) = reported angina or heart attack						

- Respondents of the 2011 Mental Health & Well-Being Survey between the ages of 45 and 64 were almost twice as likely to have Cardiovascular Disease compared to the Maine adult respondents to the 2009 BRFSS.
- Adults between the ages of 45 and 64 in the 2012 Mental Health & Well-Being Survey were almost three times more likely to report being told by their health professional that they have Diabetes compared to Maine adult respondents to the 2009 BRFSS.

### METABOLIC RISK (Figure 22)

METABOLIC RISK* (Age 18-64 Years)	Age Group	2010 DIG Survey Percent (n=1256)	2007 Maine BRFSS Percent	2011 DIG Survey Percent (n=1394)	2009 Maine BRFSS Percent	2012 DIG Survey Percent (n=1208)
0 Risks	18-44 45-64	44.6 25.2	61.6 45.3	35.5 28.2	64.2 44.6	41.1 24.8
2 or More Risks	18-44 45-64	23.5 45.6	10.3 23.5	28.7 44.7	10.4 24.3	24.5 44.7
* Metabolic Risk = reported obesity, high blood pressure, or high cholesterol and no diabetes						

- Almost one-quarter (24.5%) of 2012 Mental Health & Well-Being Survey respondents between the ages of 18 and 44 reported having two or more health risks compared to 28.7% of 2011 Mental Health & Well-Being Survey respondents and 10.4% of BRFSS respondents in 2009.
- Adults between the ages of 45 and 64 in the 2012 Mental Health & Well-Being Survey were nearly twice as likely to report two or more metabolic risks compared to BRFSS respondents in 2009.
- More than one-third (41.1%) of 2012 Mental Health & Well-Being Survey respondents between the ages of 18 and 44 reported no metabolic risks compared to 35.5% in 2011 and 64.2% of BRFSS respondents in 2009.



## CARDIOVASCULAR RISK (Figure 23)

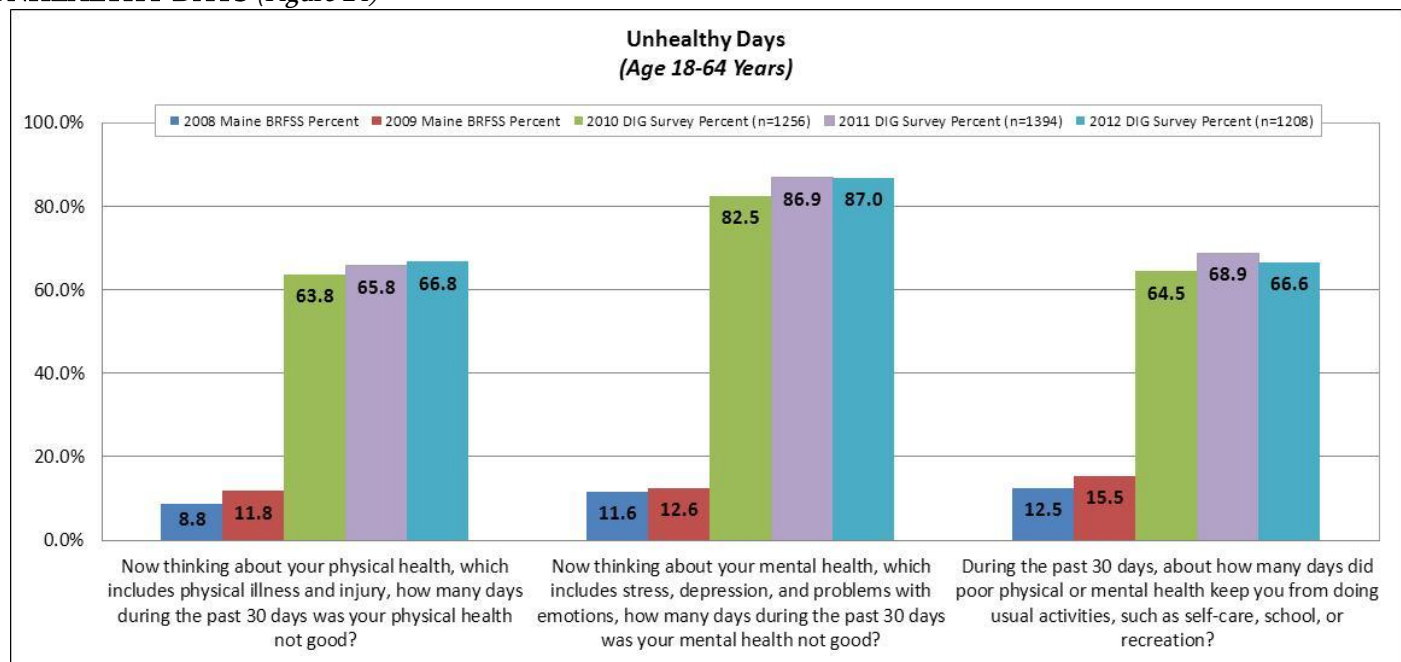
CARDIOVASCULAR RISK* (Age 18-64 Years)	Age Group	2010 DIG Survey Percent (n=1256)	2007 Maine BRFSS Percent	2011 DIG Survey Percent (n=1394)	2009 Maine BRFSS Percent	2012 DIG Survey Percent (n=1208)
0 Risks	18-44	22.9	42.5	17.6	47.4	20.2
	45-64	12.5	29.3	13.4	27.8	12.8
3 or More Risks	18-44	21.9	5.0	23.4	4.6	20.9
	45-64	44.7	19.3	40.2	19.7	42.1

\* Cardiovascular Risk = reported CVD, high blood pressure, high cholesterol, diabetes, smoking or obesity

- Adults between the ages of 18 and 44 in the 2012 Mental Health & Well-Being Survey were almost five times more likely to report 3 or more cardiovascular risks compared to 4.6% of BRFSS respondents in 2009.
- Adults between the ages of 45 and 64 in the 2012 Mental Health & Well-Being Survey were twice as likely to report having 3 or more cardiovascular risks compared to BRFSS respondents in 2009.

## Percent of Individuals Reporting 14 or More Unhealthy Days

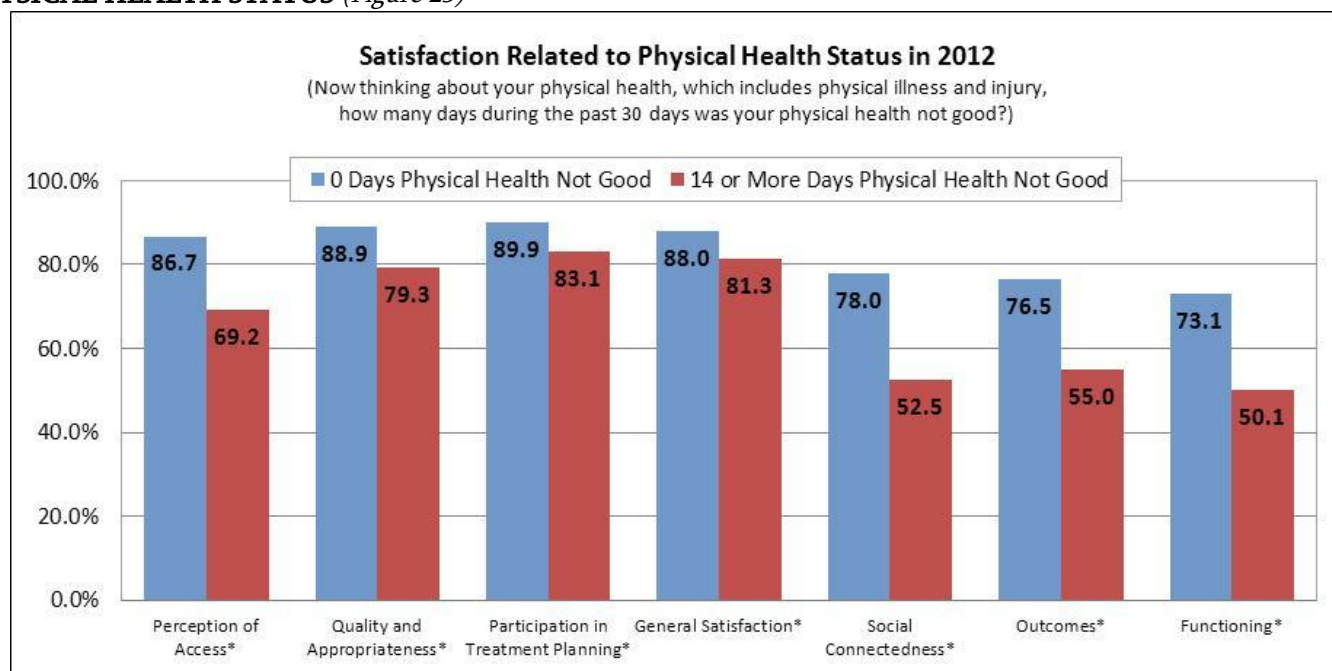
### UNHEALTHY DAYS (Figure 24)



- Respondents of the 2012 Mental Health & Well-Being Survey were five times more likely to report experiencing 14 or more physically unhealthy days during the past 30 days compared to BRFSS respondents in 2009.

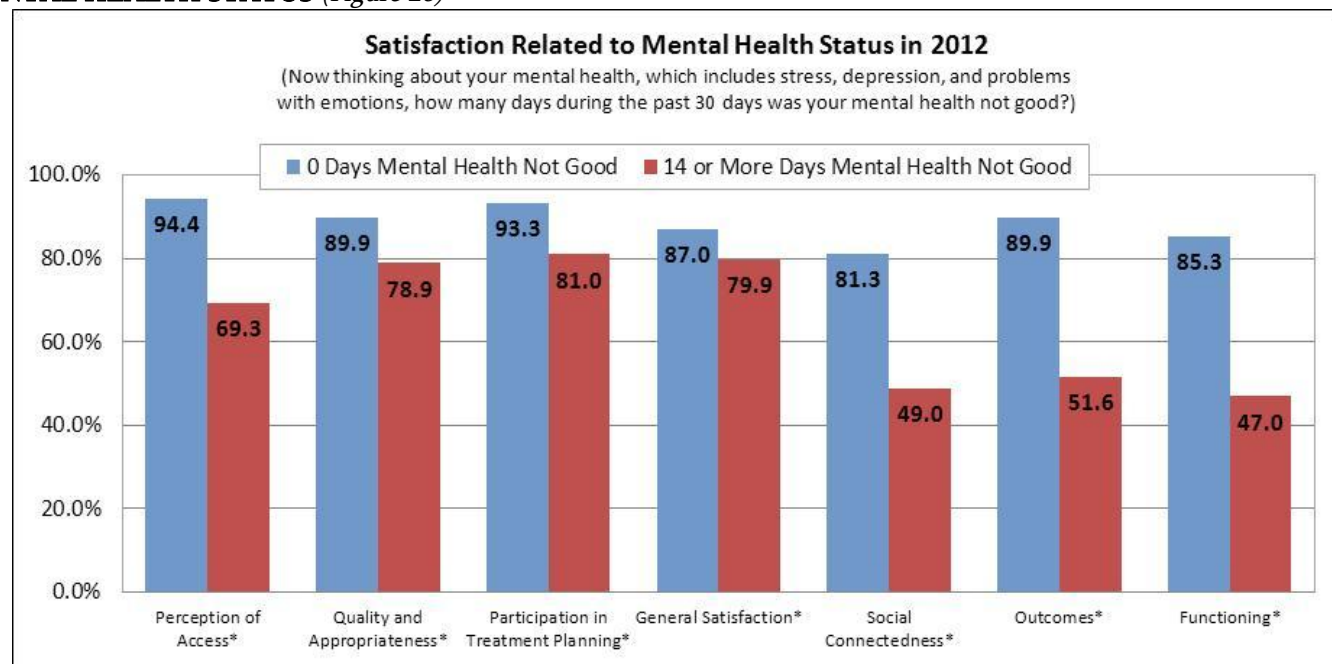
★ = Statistically significant (see page 5)

## PHYSICAL HEALTH STATUS *(Figure 25)*



- Individual survey respondents who reported 14 or more poor physical health days were significantly less likely to report satisfaction in all domains compared to individuals reporting 0 poor physical health days. Differences in satisfaction were most evident in the areas of Social Connectedness, Outcomes, and Functioning.

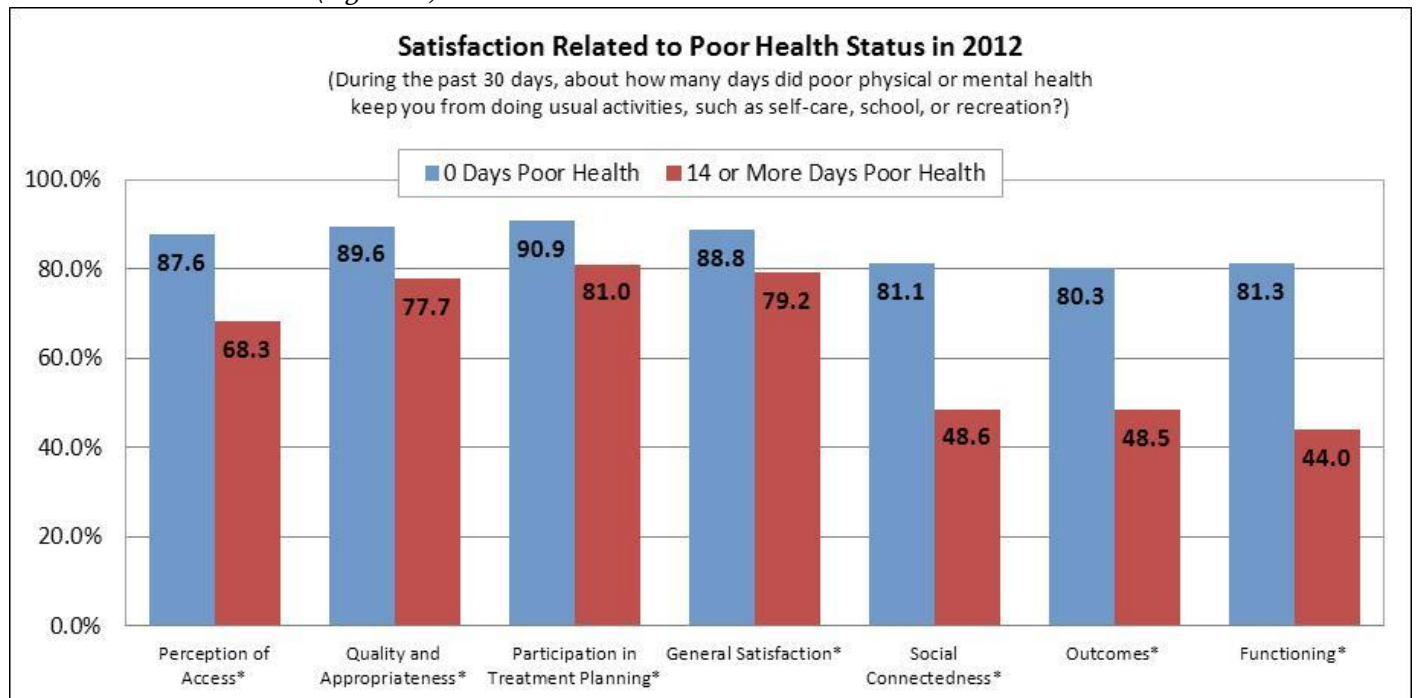
## MENTAL HEALTH STATUS *(Figure 26)*



- Individuals who reported 14 or more poor mental health days were significantly less likely to report satisfaction in all domains compared to those reporting 0 poor mental health days. Differences in satisfaction were most evident in the areas of Social Connectedness, Outcomes, and Functioning.

★ = Statistically significant (*see page 5*)

## POOR HEALTH STATUS (Figure 27)



- Individuals who reported 14 or more poor physical or mental health days were significantly less likely to report satisfaction in all domains compared to those reporting 0 poor physical or mental health days. Differences in satisfaction were most evident in the areas of Social Connectedness, Outcomes, and Functioning.

★ = Statistically significant (see page 5)

## SUMMARY OF HEALTH & WELL-BEING

In the past several years, there has been an increase on the availability of information discussing the need for better integration of mental health and physical health services. The Adult Mental Health & Well-Being Survey provides an opportunity to better understand how physical health impacts mental health experiences and satisfaction for individuals receiving publicly funded mental health services in Maine.

Information collected via the Adult Mental Health & Well-Being Survey has been consistent over the past few years. When compared to the BRFSS survey results, it provides an overview of differences on health risks and chronic conditions for those individuals experiencing a serious mental illness versus adults in the general population in Maine.

- Respondents of the Adult Mental Health & Well-Being Survey were more likely to report higher percentages in all areas of health risk than that of the general population in Maine.
- Respondents of the Adult Mental Health & Well-Being Survey reported higher percentages in all areas of chronic health conditions than that of the general population in Maine.
- Respondents of the Adult Mental Health & Well-Being Survey reported greater metabolic and cardiovascular risks.
- Respondents of the Adult Mental Health & Well-Being Survey have more days of disability when they are unable to participate in regular activities compared to the general population in Maine.

In addition to the contrasts of health risks and chronic conditions between the respondents of the Adult Mental Health & Well-Being Survey versus the BRFSS, significant relationships have been consistently reported when comparing unhealthy days and satisfaction with mental health experiences.

- Individuals receiving a mental health services and reporting 14 or more poor physical health days were less likely to report satisfaction in all the survey domain areas when compared to individuals reporting 0 poor physical health days.
- Individuals receiving a mental health services and reporting 14 or more poor mental health days were less likely to report satisfaction in all the survey domain areas when compared to individuals reporting 0 poor mental health days.
- Individuals receiving a mental health services and reporting 14 or more poor physical or mental health days were less likely to report satisfaction in all the survey domain areas when compared to individuals reporting 0 poor physical or mental health days.

Results of this integrated analysis of health and consumer satisfaction serve as a mechanism to continue the dialogue relating to the inclusion of health issues in existing mental health services and evaluation activities. Continued and regular surveillance of health risk (e.g., smoking, obesity, metabolic risk, diabetes, etc.) can provide information on the effectiveness of new programming that addresses health in mental health systems of care.

## APPENDICES


Gender: Figure 1

GENDER: FIGURE 1	2012				
	Response Population	Class Member	Non Class Member	Class Status Unknown	Actual Population
Male	493	85	408	0	4130
Female	849	63	786	0	6566
<b>Subtotal</b>	<b>1342</b>	<b>148</b>	<b>1194</b>	<b>0</b>	<b>10696</b>
Missing	13	0	0	13	0
<b>TOTAL</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>	<b>10696</b>

Age: Figure 2

AGE: FIGURE 2	2012				
	Response Population	Class Member	Non Class Member	Class Status Unknown	Actual Population
19-24	81	2	79	0	1106
25-34	181	12	169	0	2236
35-54	632	77	555	0	5161
55-64	305	40	265	0	1534
65+	134	17	117	0	568
<b>Subtotal</b>	<b>1333</b>	<b>148</b>	<b>1185</b>	<b>0</b>	<b>10605</b>
Missing	22	0	9	13	91
<b>TOTAL</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>	<b>10696</b>

DHHS District: Figure 3

DISTRICT	COUNTY	2012					
		COUNTY TOTAL	Response Population	Class Member	Non Class Member	Class Status Unknown	Actual Population
1	York	136	136	19	117	0	1090
2	Cumberland	265	265	38	227	0	2186
3	Androscoggin	101	194	20	174	0	1949
	Franklin	34					
	Oxford	59					
4	Knox	42	120	9	111	0	869
	Lincoln	21					
	Sagadahoc	30					
	Waldo	27					
5	Kennebec	199	280	50	230	0	2005
	Somerset	81					
6	Penobscot	189	214	8	206	0	1705
	Piscataquis	25					
7	Hancock	30	44	4	40	0	335
	Washington	14					
8	Aroostook	87	87	0	87	0	512
	<b>Subtotal</b>	<b>1340</b>	<b>1340</b>	<b>148</b>	<b>1192</b>	<b>0</b>	<b>10651</b>
	Missing	15	15	0	2	13	45
	<b>TOTAL</b>	<b>1355</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>	<b>10696</b>

**Domain Averages: Figure 4**

Domain Averages	Satisfaction Response	2012				TOTAL COUNT
		Response Population	Class Member	Non Class Member	Class Status Unknown	
Perception of Access	Satisfied	1037	118	912	7	1333
	Not Satisfied	296	29	261	6	
Quality and Appropriateness	Satisfied	1133	123	1002	8	1349
	Not Satisfied	216	25	187	4	
Participation in Treatment Planning	Satisfied	1136	122	1005	9	1325
	Not Satisfied	189	25	161	3	
General Satisfaction	Satisfied	1134	123	1002	9	1344
	Not Satisfied	210	25	181	4	
Social Connectedness	Satisfied	841	103	735	3	1332
	Not Satisfied	491	43	440	8	
Outcomes	Satisfied	879	113	761	5	1350
	Not Satisfied	471	34	430	7	
Functioning	Satisfied	821	97	719	5	1349
	Not Satisfied	528	49	471	8	

**Domain Satisfaction by Age: Figure 5**

DOMAIN AVERAGES	Satisfaction Response	2012			TOTAL COUNT
		Age Group 18-34	Age Group 35-64	Age Group 65+	
Perception of Access	Satisfied	207	714	109	1320
	Not Satisfied	61	208	21	
Quality and Appropriateness	Satisfied	228	792	105	1337
	Not Satisfied	42	143	27	
Participation in Treatment Planning	Satisfied	233	782	112	1313
	Not Satisfied	35	133	18	
General Satisfaction*	Satisfied	215	795	115	1331
	Not Satisfied	55	136	15	
Social Connectedness*	Satisfied	180	559	99	1321
	Not Satisfied	90	361	32	
Outcomes*	Satisfied	176	595	103	1338
	Not Satisfied	94	341	29	
Functioning*	Satisfied	155	564	97	1336
	Not Satisfied	114	372	34	



Domain Satisfaction by Class Member: Figure 6

DOMAIN AVERAGES	TOTAL COUNT SATISFIED		Satisfaction Response	2012		
				Class Member	Non Class Member	OVERALL COUNT
Perception of Access	Class Member	147	Satisfied	118	912	1320
	Non Class Member	1173	Not Satisfied	29	261	
Quality and Appropriateness	Class Member	148	Satisfied	123	1002	1337
	Non Class Member	1189	Not Satisfied	25	187	
Participation in Treatment Planning	Class Member	147	Satisfied	122	1005	1313
	Non Class Member	1166	Not Satisfied	25	161	
General Satisfaction	Class Member	148	Satisfied	123	1002	1331
	Non Class Member	1183	Not Satisfied	25	181	
Social Connectedness*	Class Member	146	Satisfied	103	735	1321
	Non Class Member	1175	Not Satisfied	43	440	
Outcomes*	Class Member	147	Satisfied	113	761	1338
	Non Class Member	1191	Not Satisfied	34	430	
Functioning*	Class Member	146	Satisfied	97	719	1336
	Non Class Member	1190	Not Satisfied	49	471	

Perception of Access: Figure 7

PERCEPTION OF ACCESS QUESTIONS	2012				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q26. Staff are willing to see me as often as I feel it is necessary.	1291	1020	111	904	5
Q27. Staff return my call within 24 hours.	1266	969	104	857	8
Q28. Services are available at times that are good for me.	1303	1087	118	962	7
Q29. The location of Services is convenient (public transportation, distance, parking, etc.).	1283	1044	119	919	6
Q30. I am able to see a psychiatrist when I want to.	1209	812	104	705	3
Q32. I was able to get all the services I think I need.	1312	924	108	811	5

Quality and Appropriateness: Figure 8

QUALITY AND APPROPRIATENESS QUESTIONS	2012				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q13. Staff believe that I can grow, change and recover.	1271	977	106	864	7
Q14. Staff encourage me to take responsibility for how I live my life.	1270	1067	114	947	6
Q18. Staff respect my wishes about who is and who is not to be given information about my treatment	1293	1158	121	1028	9
Q19. Staff help me to obtain the information I need so that I can take charge of managing my illness.	1282	1032	108	917	7
Q20. Staff are sensitive to my cultural background (race, religion, language, etc.).	1180	964	101	856	7
Q21. I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	1205	828	96	726	6
Q22. I am given information about my rights.	1309	1177	127	1041	9
Q24. Staff tell me what side effects to watch out for.	1234	927	96	827	4
Q31. I feel free to complain.	1209	1001	111	884	6

Participation in Treatment Planning: Figure 9

PARTICIPATION IN TREATMENT PLANNING QUESTIONS	2012				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q23. I feel comfortable asking questions about my treatment and medication.	1304	1119	123	988	8
Q25. I, not staff, decide my treatment goals.	1272	923	97	819	7

General Satisfaction: Figure 10

GENERAL SATISFACTION QUESTIONS	2012				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q33. If I had other choices, I would still get services from my current service provider(s).	1312	1056	115	933	8
Q34. I would recommend my current service provider(s) to a friend or family member.	1319	1102	116	978	8
Q35. I like the services that I receive.	1323	1140	126	1006	8

**Social Connectedness: Figure 11**

SOCIAL CONNECTEDNESS QUESTIONS	2012				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q36. Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	1294	786	89	694	3
Q37. Other than my current service provider(s), I am happy with the friendships that I have.	1286	813	94	716	3
Q38. Other than my current service provider(s), I have people with whom I can do enjoyable things.	1299	860	98	758	4
Q39. Other than my current service provider(s), I feel I belong in my community.	1310	722	93	625	4

**Outcomes: Figure 12**

OUTCOMES QUESTIONS	2012				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q1. As a direct result of my current services, I deal more effectively with daily problems.	1326	992	116	869	7
Q2. As a direct result of my current services, I am better able to control my life.	1325	961	109	845	7
Q3. As a direct result of my current services, I am better able to deal with crisis.	1316	864	112	745	7
Q4. As a direct result of my services, I am getting along better with my family.	1236	763	88	671	4
Q5. As a direct result of my services, I do better in social situations.	1317	752	83	664	5
Q6. As a direct result of my current services, I do better in school and/or work.	666	307	33	272	2
Q7. As a direct result of my current services, my housing situation has improved.	1180	742	96	642	4
Q8. As a direct result of my current services, my symptoms are not bothering me as much.	1315	697	92	603	2

**Functioning: Figure 13**

FUNCTIONING QUESTIONS	2012				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q8. As a direct result of my current services, my symptoms are not bothering me as much.	1315	697	92	603	2
Q9. As a direct result of my current services, I do things that are more meaningful to me.	1328	860	91	765	4
Q10. As a direct result of my current services, I am better able to take care of my needs.	1328	960	110	843	7
Q11. As a direct result of my current services, I am better able to handle things when they go wrong.	1323	773	89	678	6
Q12. As a direct result of my current services, I am better able to do things that I want to do.	1318	784	93	688	3

**Maine Added Questions: Figure 14**

CONSUMER SATISFACTION QUESTIONS	2012				
	TOTAL COUNT	Total Satisfied	Class Member Satisfied	Non Class Member Satisfied	Class Status Unknown Satisfied
Q15. My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	1307	950	101	843	6
Q16. My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	1292	984	103	873	8
Q17. Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	1134	701	86	611	4

Employment Status: Figure 15

EMPLOYMENT STATUS (Q43. Are you currently employed?)	2012			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Competitively Employed Full-Time	7	0	7	0
Competitively Employed Part-Time	66	6	60	0
Self-Employed	17	3	14	0
Not Employed, Looking for Work	63	4	58	1
Volunteer Work	48	6	41	1
Retired	92	14	78	0
Not Employed, Not Looking for Work	497	65	429	3
Working with Supports Part-Time	20	3	17	0
Sheltered Employment	0	0	0	0
Vocational Rehabilitation Services	67	6	60	1
Other	328	23	300	5
<b>Subtotal</b>	<b>1205</b>	<b>130</b>	<b>1064</b>	<b>11</b>
Missing	150	18	130	2
<b>TOTAL</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>

EMPLOYMENT STATUS (Q43. Are you currently employed?)	2011			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Competitively Employed Full-Time	13	2	11	0
Competitively Employed Part-Time	56	9	45	2
Self-Employed	12	1	11	0
Not Employed, Looking for Work	159	24	129	6
Volunteer Work	87	15	72	0
Retired	124	12	112	0
Not Employed, Not Looking for Work	490	71	412	7
Working with Supports Part-Time	26	0	26	0
Sheltered Employment	1	0	1	0
Vocational Rehabilitation Services	39	3	36	0
Other	379	25	348	6
<b>Subtotal</b>	<b>1386</b>	<b>162</b>	<b>1203</b>	<b>21</b>
Missing	159	31	125	3
<b>TOTAL</b>	<b>1545</b>	<b>193</b>	<b>1328</b>	<b>24</b>

Residential Living Situation: Figure 16

RESIDENTIAL LIVING SITUATION (Q40. Where are you currently living?)	2012			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Owned or Rented Home or Apartment	1034	98	925	11
Someone Else's Home or Apartment	143	13	128	2
Crisis Residence	3	1	2	0
Homeless or Homeless Shelter	17	1	16	0
Jail or Correctional Facility	1	0	1	0
Residential Care or Treatment	56	21	35	0
Medical Hospitalization	1	0	1	0
Psychiatric Hospitalization	1	0	1	0
Substance Abuse Treatment Hospitalization	0	0	0	0
Skilled Nursing Facility	4	3	1	0
Other	62	6	56	0
<b>Subtotal</b>	<b>1322</b>	<b>143</b>	<b>1166</b>	<b>13</b>
Missing	33	5	28	0
<b>TOTAL</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>

RESIDENTIAL LIVING SITUATION (Q40. Where are you currently living?)	2011			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Owned or Rented Home or Apartment	1211	127	1064	20
Someone Else's Home or Apartment	159	19	139	1
Crisis Residence	1	0	1	0
Homeless or Homeless Shelter	19	1	17	1
Jail or Correctional Facility	0	0	0	0
Residential Care or Treatment	66	27	39	0
Medical Hospitalization	0	0	0	0
Psychiatric Hospitalization	3	2	1	0
Substance Abuse Treatment Hospitalization	0	0	0	0
Skilled Nursing Facility	8	1	7	0
Other	53	11	42	0
<b>Subtotal</b>	<b>1520</b>	<b>188</b>	<b>1310</b>	<b>22</b>
Missing	25	5	18	2
<b>TOTAL</b>	<b>1545</b>	<b>193</b>	<b>1328</b>	<b>24</b>

Living Situation by Gender: Figure 17

LIVING SITUATION SATISFACTION BY GENDER	2012		
	Response Population	Male	Female
Living in Owned Home or Apartment*	1023	349	674
Other Living*	286	127	159
<b>TOTAL</b>	<b>1309</b>	<b>476</b>	<b>833</b>

Living Situation by Class Member Status: Figure 18

LIVING SITUATION SATISFACTION BY CLASS MEMBER STATUS	2012			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Living in Owned Home or Apartment*	1023	98	925	0
Other Living*	286	45	241	0
<b>TOTAL</b>	<b>1309</b>	<b>143</b>	<b>1166</b>	<b>0</b>

### Multiple Living Situation: Figure 19

<b>MULTIPLE LIVING SITUATION</b> <i>(Q41. Have you lived in any of the following places in the last 12 months?)</i>	<b>2012</b>			
	<b>Class Member</b>	<b>Non Class Member</b>	<b>Class Status Unknown</b>	<b>TOTAL</b>
Owned or Rented Home or Apartment	89	857	11	<b>957</b>
Someone Else's Home or Apartment	15	222	4	<b>241</b>
Crisis Residence	13	52	2	<b>67</b>
Homeless or Homeless Shelter	6	72	2	<b>80</b>
Jail or Correctional Facility	3	23	0	<b>26</b>
Residential Care or Treatment	18	53	1	<b>72</b>
Medical Hospitalization	12	54	0	<b>66</b>
Psychiatric Hospitalization	17	69	0	<b>86</b>
Substance Abuse Treatment Hospitalization	1	12	0	<b>13</b>
Skilled Nursing Facility	5	10	0	<b>15</b>
Other	6	61	0	<b>67</b>

<b>MULTIPLE LIVING SITUATION</b> <i>(Q41. Have you lived in any of the following places in the last 12 months?)</i>	<b>2011</b>			
	<b>Class Member</b>	<b>Non Class Member</b>	<b>Class Status Unknown</b>	<b>TOTAL</b>
Owned or Rented Home or Apartment	126	988	19	<b>1133</b>
Someone Else's Home or Apartment	20	225	3	<b>248</b>
Crisis Residence	13	67	2	<b>82</b>
Homeless or Homeless Shelter	7	78	2	<b>87</b>
Jail or Correctional Facility	5	31	1	<b>37</b>
Residential Care or Treatment	34	57	0	<b>91</b>
Medical Hospitalization	17	60	1	<b>78</b>
Psychiatric Hospitalization	21	75	0	<b>96</b>
Substance Abuse Treatment Hospitalization	1	15	0	<b>16</b>
Skilled Nursing Facility	7	22	0	<b>29</b>
Other	8	45	1	<b>55</b>



### Health Risk: Figure 20

HEALTH RISK (Age 18-64 Years)	Age Group	2010 DIG Survey	2010 TOTAL COUNT	2011 DIG Survey	2011 TOTAL COUNT	2012 DIG Survey	2012 TOTAL COUNT
Do you smoke cigarettes? <u>Smoking</u>	18-44 45-64	245 324	<b>483</b> <b>733</b>	271 333	<b>568</b> <b>778</b>	240 290	<b>512</b> <b>652</b>
Height and Weight. <u>Obesity</u>	18-44 45-64	203 359	<b>410</b> <b>654</b>	284 364	<b>468</b> <b>662</b>	246 333	<b>476</b> <b>597</b>
Have you ever been told by your doctor or health professional that you have? Blood cholesterol is high. <u>High Cholesterol*</u>	18-44 45-64	114 354	<b>493</b> <b>763</b>	144 372	<b>578</b> <b>816</b>	125 318	<b>526</b> <b>682</b>
Have you ever been told by your doctor or health professional that you have? Blood pressure is high. <u>High Blood Pressure*</u>	18-44 45-64	106 318	<b>493</b> <b>763</b>	159 346	<b>578</b> <b>816</b>	105 285	<b>526</b> <b>682</b>

### Chronic Health Conditions: Figure 21

CHRONIC HEALTH CONDITIONS* (Age 18-64 Years)	2012			
	Age Group	2010 DIG Survey	2011 DIG Survey	2012 DIG Survey
Have you ever been told by your doctor or health professional that you have? Angina or coronary heart disease. Heart attack or myocardial infarction. Diabetes. <u>Chronic Disease*</u>	18-44 45-64	83 284	104 303	85 256
Have you ever been told by your doctor or health professional that you have? Angina or coronary heart disease. Heart attack or myocardial infarction. <u>Cardiovascular Disease**</u>	18-44 45-64	12 100	24 96	11 95
Have you ever been told by your doctor or health professional that you have? <u>Diabetes</u>	18-44 45-64	71 236	85 261	78 210
<b>TOTAL COUNT</b>	<b>18-44</b> <b>45-64</b>	<b>493</b> <b>763</b>	<b>578</b> <b>816</b>	<b>526</b> <b>682</b>
* Chronic Disease = reported CVD or Diabetes      ** Cardiovascular Disease (CVD) = reported angina or heart attack				

### Metabolic Risk: Figure 22

METABOLIC RISK* (Age 18-64 Years)	2012			
	Age Group	2010 DIG Survey	2011 DIG Survey	2012 DIG Survey
0 Risks	18-44	220	205	216
	45-64	192	230	169
2 or More Risks	18-44	116	166	129
	45-64	348	365	305
TOTAL COUNT	18-44	493	578	526
	45-64	763	816	682

\* Metabolic Risk = reported obesity, high blood pressure, or cholesterol and no diabetes

### Cardiovascular Risk: Figure 23

CARDIOVASCULAR RISK* (Age 18-64 Years)	2012			
	Age Group	2010 DIG Survey	2011 DIG Survey	2012 DIG Survey
0 Risks	18-44	113	102	106
	45-64	95	109	87
3 or More Risks	18-44	108	135	110
	45-64	341	328	287
TOTAL COUNT	18-44	493	578	526
	45-64	763	816	682

\* Cardiovascular Risk = reported CVD, high blood pressure, high cholesterol, diabetes, smoking or obesity

### Unhealthy Days: Figure 24

UNHEALTHY DAYS (Age 18-64 Years) <i>Numbers reflect the percentage of individuals reporting 14 or more poor health days</i> <i>** Statistically Significant</i>	2010 DIG Survey	2010 TOTAL COUNT	2011 DIG Survey	2011 TOTAL COUNT	2012 DIG Survey	2012 TOTAL COUNT
Now thinking about your physical health, which includes physical illness and injury, how many days <u>during the past 30 days</u> was your physical health not good?	433	679	488	742	446	668
Now thinking about your mental health, which includes stress, depression, and problems with emotions, how many days <u>during the past 30 days</u> was your mental health not good?	569	690	677	779	616	708
<u>During the past 30 days</u> , about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, school, or recreation?	446	692	539	782	476	715

Physical Health Status: Figure 25

PHYSICAL HEALTH STATUS	Satisfaction Response	2012			
		0 Days Physical Health Not Good	TOTAL 0 DAYS	14 or More Days Physical Health Not Good	TOTAL 14 OR MORE DAYS
Perception of Access*	Satisfied	209	241	342	494
	Not Satisfied	32		152	
Quality and Appropriateness*	Satisfied	217	244	394	497
	Not Satisfied	27		103	
Participation in Treatment Planning*	Satisfied	214	238	408	491
	Not Satisfied	24		83	
General Satisfaction*	Satisfied	213	242	404	497
	Not Satisfied	29		93	
Social Connectedness*	Satisfied	188	241	258	491
	Not Satisfied	53		233	
Outcomes*	Satisfied	186	243	274	498
	Not Satisfied	57		224	
Functioning*	Satisfied	177	242	250	499
	Not Satisfied	65		249	

Mental Health Status: Figure 26

MENTAL HEALTH STATUS	Satisfaction Response	2012			
		0 Days Physical Health Not Good	TOTAL 0 DAYS	14 or More Days Physical Health Not Good	TOTAL 14 OR MORE DAYS
Perception of Access*	Satisfied	101	107	465	671
	Not Satisfied	6		206	
Quality and Appropriateness*	Satisfied	98	109	531	673
	Not Satisfied	11		142	
Participation in Treatment Planning*	Satisfied	98	105	542	669
	Not Satisfied	7		127	
General Satisfaction*	Satisfied	94	108	538	673
	Not Satisfied	14		135	
Social Connectedness*	Satisfied	87	107	327	668
	Not Satisfied	20		341	
Outcomes*	Satisfied	98	109	347	673
	Not Satisfied	11		326	
Functioning*	Satisfied	93	109	316	672
	Not Satisfied	16		356	

Poor Health Status: Figure 27

POOR HEALTH STATUS	Satisfaction Response	2012			
		0 Days Physical Health Not Good	TOTAL 0 DAYS	14 or More Physical Health Not Good	TOTAL 14 OR MORE DAYS
Perception of Access*	Satisfied	233	266	354	518
	Not Satisfied	33		164	
Quality and Appropriateness*	Satisfied	241	269	405	521
	Not Satisfied	28		116	
Participation in Treatment Planning*	Satisfied	240	264	418	516
	Not Satisfied	24		98	
General Satisfaction*	Satisfied	238	268	412	520
	Not Satisfied	30		108	
Social Connectedness*	Satisfied	215	265	251	516
	Not Satisfied	50		265	
Outcomes*	Satisfied	216	269	252	520
	Not Satisfied	53		268	
Functioning*	Satisfied	218	268	229	520
	Not Satisfied	50		291	

## TABLES NOT INCLUDED IN REPORT

<b>RENT SUBSIDY</b> (Q42. Are you currently receiving a rent subsidy?)	<b>2012</b>			
	<b>Response Population</b>	<b>Class Member</b>	<b>Non Class Member</b>	<b>Class Status Unknown</b>
Yes	695	88	601	6
No	587	47	535	5
<b>Subtotal</b>	<b>1282</b>	<b>135</b>	<b>1136</b>	<b>11</b>
Missing	73	13	58	2
<b>TOTAL</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>

<b>TYPE OF RENT SUBSIDY</b> (Q42a. If yes, which do you receive?)	<b>2012</b>			
	<b>Response Population</b>	<b>Class Member</b>	<b>Non Class Member</b>	<b>Class Status Unknown</b>
Section 8 Housing	355	44	308	3
Project Base Rental Subsidy	81	4	77	0
BRAP	75	22	52	1
Shelter Plus Care	43	5	38	0
Other Rental Assistance	143	13	128	2

<b>CURRENT INCOME</b> (Q44. What is your current income status?)	<b>2012</b>			
	<b>Response Population</b>	<b>Class Member</b>	<b>Non Class Member</b>	<b>Class Status Unknown</b>
Social Security Disability Insurance (SSDI)	695	101	587	7
Social Security Income (SSI)	593	58	532	3
No Income Source	91	3	87	1
Other	90	10	80	0
Earned Employment	77	7	69	1
Temporary Assistance for Needy Families (TANF)	75	1	74	0
Retirement from Social Security	47	7	40	0
Child Support	43	2	41	0
General Assistance	35	2	33	35
Veteran's Pension	12	4	8	0
Trust	10	2	8	0
Alimony	9	1	8	0
Unemployment Insurance	7	0	7	0
Veteran's Disability Payment	6	2	4	0
Pension from Former Job	4	2	2	0
Workers Compensation	2	0	2	0
Private Disability	1	1	0	0

## TABLES NOT INCLUDED IN REPORT

HEALTH RISK (Q46. Have you ever been told by your doctor or health professional that you have?)	2012			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Asthma	406	43	360	3
Arthritis	482	49	428	5
Epilepsy or Seizure Disorder	116	15	101	0
Injury to Head or Brain	202	23	178	1
Liver Condition (e.g., Hepatitis, Cirrhosis, decreased liver function)	103	9	91	3

EXERCISE (Q48. During the past month, did you participate in any physical activities or exercises such as running, aerobics, basketball or other sports, gardening or walking for exercise?)	2012			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Yes	852	95	750	7
No	438	45	688	5
<b>Subtotal</b>	<b>1290</b>	<b>140</b>	<b>1138</b>	<b>12</b>
Missing	65	8	56	1
<b>TOTAL</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>

VIGOROUS PHYSICAL EXERCISE (Q49. Vigorous physical activities are those that cause large increases in breathing, heart rate, or sweating. How many days per week do you have these vigorous Activities for at least 10 minutes at a time?)	2012			
	Response Population	Class Member	Non Class Member	Class Status Unknown
<b>MEAN (Days)</b>	<b>3.69</b>	<b>4.02</b>	<b>3.65</b>	
<b>MEDIAN (Days)</b>	<b>3.00</b>	<b>4.00</b>	<b>3.00</b>	
1 day/week	93	9	84	0
2 days/week	142	10	132	0
3 days/week	153	12	140	1
4 days/week	61	9	52	0
5 days/week	77	7	68	2
6 days/week	22	4	18	0
7 days/week	129	15	114	0
<b>Subtotal</b>	<b>677</b>	<b>66</b>	<b>608</b>	<b>3</b>
Missing	678	82	586	10
<b>TOTAL</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>

## TABLES NOT INCLUDED IN REPORT

<b>ALCOHOL</b> <i>(Q50. On the days when you drink alcohol, about how many drinks do you drink on average?)</i>	2012			
	Response Population	Class Member	Non Class Member	Class Status Unknown
No Drinks	795	74	713	8
1 Drink	56	4	52	0
2 Drinks	39	4	35	0
3 Drinks	22	5	17	0
4 Drinks	11	0	11	0
5 Drinks	6	0	6	0
6 Drinks	3	1	2	0
7 Drinks	2	0	2	0
8 Drinks	4	1	3	0
9 Drinks	0	0	0	0
10+ Drinks	8	1	6	1
<b>Subtotal</b>	<b>946</b>	<b>90</b>	<b>847</b>	<b>9</b>
Missing	409	58	347	4
<b>TOTAL</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>

<b>CONDITION OF TEETH*</b> <i>(Q51. How would you describe the condition of your teeth?)</i>	2012			
	Response Population	Class Member	Non Class Member	Class Status Unknown
Excellent/Good	435	61	373	1
Fair/Poor	716	68	639	9
<b>Subtotal</b>	<b>1151</b>	<b>129</b>	<b>1012</b>	<b>10</b>
Missing	204	19	182	3
<b>TOTAL</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>

## TABLES NOT INCLUDED IN REPORT

CONDITION OF TEETH (Q52. How long has it been since you had your teeth Cleaned by a dentist or dental hygienist?)	2012			
	Response Population	Class Member	Non Class Member	Class Status Unknown
<b>MEAN (Months)</b>	<b>4.17</b>	<b>4.26</b>	<b>4.15</b>	
<b>MEDIAN (Months)</b>	<b>4.00</b>	<b>4.00</b>	<b>4.00</b>	
1 Month	49	5	44	0
2 Months	46	8	37	1
3 Months	39	6	33	0
4 Months	19	3	16	0
5 Months	18	5	13	0
6 Months	68	12	54	2
More than 6 Months (Less than 1 year)	38	4	34	0
More than 1 year	606	58	542	6
<b>Subtotal</b>	<b>883</b>	<b>101</b>	<b>773</b>	<b>9</b>
Missing	472	47	421	4
<b>TOTAL</b>	<b>1355</b>	<b>148</b>	<b>1194</b>	<b>13</b>

GENERAL HEALTH (Q53. Would you say that your general health is...)	2012	
	Excellent/Good	Fair/Poor
2012 DIG Survey (n=1273)	629	644
2011 DIG Survey (n=1478)	703	775
2010 DIG Survey (n=1314)	665	649



TABLE 1: NATIONAL OUTCOME MEASURES BY SURVEY AREAS

Survey Area	Adult Consumer Survey Question	2012					
		Strongly Agree	Agree	Undecided/Neutral	Disagree	Strongly Disagree	TOTAL
<b>Perception of Access</b>	Staff are willing to see me as often as I feel it is necessary.	459	561	137	90	44	1291
	Staff return my call within 24 hours.	432	537	148	102	47	1266
	Services are available at times that are good for me.	477	610	131	60	25	1303
	The location of services is convenient (public transportation, distance, parking, etc.).	455	589	117	74	48	1283
	I am able to see a psychiatrist when I want to.	337	475	178	138	81	1209
	I was able to get all the services I think I need.	364	560	186	125	77	1312
<b>Quality and Appropriateness</b>	Staff believe that I can grow, change and recover.	414	563	216	49	29	1271
	Staff encourage me to take responsibility for how I live my life.	420	647	142	35	26	1270
	Staff respect my wishes about who is and who is not to be given information about my treatment.	593	565	91	21	23	1293
	Staff help me to obtain the information I need so that I can take charge of managing my illness.	409	623	160	61	29	1282
	Staff are sensitive to my cultural background (race, religion, language, etc.).	452	512	169	24	23	1180
	I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	331	497	247	91	39	1205
	I am given information about my rights.	571	606	85	27	20	1309
	Staff tell me what side effects to watch out for.	401	526	164	102	41	1234
<b>Participation in Treatment Planning</b>	I feel free to complain.	432	569	167	70	62	1300
	I feel comfortable asking questions about my treatment and medication.	554	565	102	50	33	1304
<b>General Satisfaction</b>	I, not staff, decide my treatment goals.	396	527	228	84	37	1272
	If I had other choices, I would still get services from my current service provider(s).	540	516	171	48	37	1312
	I would recommend my current service provider(s) to a friend or family member.	583	519	132	43	42	1319
<b>Social Connectedness</b>	I like the services that I receive.	567	573	113	39	31	1323
	Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	340	446	226	157	125	1294
	Other than my current service provider(s), I am happy with the friendships I have.	317	496	262	130	81	1286
	Other than my current service provider(s), I have people with whom I can do enjoyable things.	319	541	212	144	83	1299
<b>Outcomes</b>	Other than my current service provider(s), I feel I belong in my community.	263	459	312	157	119	1310
	As a direct result of my current services, I deal more effectively with daily problems.	399	593	207	87	40	1326
	As a direct result of my current services, I am better able to control my life.	368	593	221	100	43	1325
	As a direct result of my current services, I am better able to deal with crisis.	309	555	272	122	58	1316
	As a direct result of my services, I am getting along better with my family.	299	464	270	130	73	1236
	As a direct result of my services, I do better in social situations.	240	512	340	156	69	1317
	As a direct result of my current services, I do better in school and/or work.	115	192	238	74	47	666
	As a direct result of my current services, my housing situation has improved.	342	400	230	129	79	1180
<b>Functioning</b>	As a direct result of my current services, my symptoms are not bothering me as much.	221	476	309	206	103	1315
	As a direct result of my current services, I do things that are more meaningful to me.	277	583	282	127	59	1328
	As a direct result of my current services, I am better able to take care of my needs.	296	664	217	103	48	1328
	As a direct result of my current services, I am better able to handle things when they go wrong.	217	556	318	162	70	1323
	As a direct result of my current services, I am better able to do things that I want to do.	234	550	287	171	76	1318
	My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	393	557	237	74	46	1307
<b>Not Part of Scale</b>	My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	352	632	183	86	39	1292
	Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	213	488	251	112	70	1134

TABLE 2: NATIONAL OUTCOME MEASURES BY CLASS MEMBER

Survey Area	Adult Consumer Survey Question	2012					TOTAL
		Strongly Agree	Agree	Undecided/Neutral	Disagree	Strongly Disagree	
<b>Perception of Access</b>	Staff are willing to see me as often as I feel it is necessary.	48	63	13	9	7	140
	Staff return my call within 24 hours.	49	55	19	7	7	137
	Services are available at times that are good for me.	48	70	16	5	5	144
	The location of services is convenient (public transportation, distance, parking, etc.).	53	66	10	4	6	139
	I am able to see a psychiatrist when I want to.	46	58	10	15	9	138
	I was able to get all the services I think I need.	44	64	14	11	10	143
<b>Quality and Appropriateness</b>	Staff believe that I can grow, change and recover.	44	62	23	8	7	144
	Staff encourage me to take responsibility for how I live my life.	48	66	18	6	5	143
	Staff respect my wishes about who is and who is not to be given information about my treatment.	52	69	14	4	2	141
	Staff help me to obtain the information I need so that I can take charge of managing my illness.	45	63	22	9	4	143
	Staff are sensitive to my cultural background (race, religion, language, etc.).	41	60	24	2	3	130
	I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	40	56	22	10	5	133
	I am given information about my rights.	57	70	8	3	4	142
	Staff tell me what side effects to watch out for.	43	53	16	16	9	137
	I feel free to complain.	42	69	17	7	8	143
<b>Participation in Treatment Planning</b>	I feel comfortable asking questions about my treatment and medication.	56	67	13	2	8	146
	I, not staff, decide my treatment goals.	39	58	29	10	5	141
<b>General Satisfaction</b>	If I had other choices, I would still get services from my current service provider(s).	59	56	19	4	6	144
	I would recommend my current service provider(s) to a friend or family member.	56	60	17	8	4	145
	I like the services that I receive.	61	65	13	4	3	146
<b>Social Connectedness</b>	Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	39	50	18	17	18	142
	Other than my current service provider(s), I am happy with the friendships I have.	36	58	25	10	9	138
	Other than my current service provider(s), I have people with whom I can do enjoyable things.	40	58	14	14	16	142
	Other than my current service provider(s), I feel I belong in my community.	34	59	27	9	13	142
<b>Outcomes</b>	As a direct result of my current services, I deal more effectively with daily problems.	46	70	13	12	4	145
	As a direct result of my current services, I am better able to control my life.	45	64	19	9	6	143
	As a direct result of my current services, I am better able to deal with crisis.	40	72	19	8	7	146
	As a direct result of my services, I am getting along better with my family.	36	52	15	13	12	128
	As a direct result of my services, I do better in social situations.	27	56	35	15	8	141
	As a direct result of my current services, I do better in school and/or work.	18	15	21	13	4	71
	As a direct result of my current services, my housing situation has improved.	49	47	21	7	8	132
	As a direct result of my current services, my symptoms are not bothering me as much.	30	62	29	16	7	144
<b>Functioning</b>	As a direct result of my current services, my symptoms are not bothering me as much.	30	62	29	16	7	144
	As a direct result of my current services, I do things that are more meaningful to me.	37	54	31	9	9	140
	As a direct result of my current services, I am better able to take care of my needs.	46	64	21	7	6	144
	As a direct result of my current services, I am better able to handle things when they go wrong.	32	57	36	9	9	143
	As a direct result of my current services, I am better able to do things that I want to do.	34	59	30	12	7	142
<b>Not Part of Scale</b>	My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	37	64	25	10	7	143
	My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	36	67	26	9	5	143
	Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	30	56	19	10	8	123

TABLE 3: NATIONAL OUTCOME MEASURES BY NON CLASS MEMBER

Survey Area	Adult Consumer Survey Question	2012					TOTAL
		Strongly Agree	Agree	Undecided/ Neutral	Disagree	Strongly Disagree	
<b>Perception of Access</b>	Staff are willing to see me as often as I feel it is necessary.	407	497	122	77	37	1140
	Staff return my call within 24 hours.	379	478	127	93	40	1117
	Services are available at times that are good for me.	425	537	112	53	20	1147
	The location of services is convenient (public transportation, distance, parking, etc.).	398	521	104	68	41	1132
	I am able to see a psychiatrist when I want to.	290	415	165	120	70	1060
	I was able to get all the services I think I need.	316	495	168	110	67	1156
<b>Quality and Appropriateness</b>	Staff believe that I can grow, change and recover.	367	497	192	40	21	1117
	Staff encourage me to take responsibility for how I live my life.	370	577	122	27	20	1116
	Staff respect my wishes about who is and who is not to be given information about my treatment.	536	492	76	16	20	1140
	Staff help me to obtain the information I need so that I can take charge of managing my illness.	360	557	135	51	24	1127
	Staff are sensitive to my cultural background (race, religion, language, etc.).	406	450	143	21	19	1039
	I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	288	438	221	80	33	1060
	I am given information about my rights.	509	532	76	23	15	1155
	Staff tell me what side effects to watch out for.	355	472	142	85	31	1085
	I feel free to complain.	386	498	149	59	53	1145
<b>Participation in Treatment Planning</b>	I feel comfortable asking questions about my treatment and medication.	495	493	87	47	24	1146
	I, not staff, decide my treatment goals.	354	465	197	72	31	1119
<b>General Satisfaction</b>	If I had other choices, I would still get services from my current service provider(s).	475	458	150	43	30	1156
	I would recommend my current service provider(s) to a friend or family member.	521	457	112	35	36	1161
	I like the services that I receive.	501	505	97	35	26	1164
<b>Social Connectedness</b>	Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	300	394	205	140	103	1142
	Other than my current service provider(s), I am happy with the friendships I have.	279	437	235	118	68	1137
	Other than my current service provider(s), I have people with whom I can do enjoyable things.	277	481	196	129	63	1146
	Other than my current service provider(s), I feel I belong in my community.	227	398	283	147	102	1157
<b>Outcomes</b>	As a direct result of my current services, I deal more effectively with daily problems.	351	518	192	73	35	1169
	As a direct result of my current services, I am better able to control my life.	322	523	199	91	36	1171
	As a direct result of my current services, I am better able to deal with crisis.	267	478	251	113	49	1158
	As a direct result of my services, I am getting along better with my family.	262	409	252	115	59	1097
	As a direct result of my services, I do better in social situations.	212	452	301	139	60	1164
	As a direct result of my current services, I do better in school and/or work.	96	176	214	60	41	587
	As a direct result of my current services, my housing situation has improved.	292	350	206	120	69	1037
	As a direct result of my current services, my symptoms are not bothering me as much.	190	413	274	189	93	1159
<b>Functioning</b>	As a direct result of my current services, my symptoms are not bothering me as much.	190	413	274	189	93	1159
	As a direct result of my current services, I do things that are more meaningful to me.	239	526	248	115	48	1176
	As a direct result of my current services, I am better able to take care of my needs.	248	595	193	95	40	1171
	As a direct result of my current services, I am better able to handle things when they go wrong.	184	494	280	150	60	1168
	As a direct result of my current services, I am better able to do things that I want to do.	199	489	252	156	68	1164
<b>Not Part of Scale</b>	My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	353	490	211	60	38	1152
	My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	313	560	155	76	33	1137
	Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	183	428	229	100	61	1001

## ADULT CONSUMER SURVEY



## 2012 Adult Mental Health & Well-Being Survey

STATEMENT	RESPONSE OPTIONS					
	Strongly Agree (1)	Agree (2)	Undecided/ Neutral (3)	Disagree (4)	Strongly Disagree (5)	Not Applicable (9)
1. As a direct result of my current services, I deal more effectively with daily problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. As a direct result of my current services, I am better able to control my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. As a direct result of my current services, I am better able to deal with crisis.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. As a direct result of my services, I am getting along better with my family.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. As a direct result of my services, I do better in social situations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. As a direct result of my current services, I do better in school and/or work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. As a direct result of my current services, my housing situation has improved.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. As a direct result of my current services, my symptoms are not bothering me as much.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. As a direct result of my current services, I do things that are more meaningful to me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. As a direct result of my current services, I am better able to take care of my needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. As a direct result of my current services, I am better able to handle things when they go wrong.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. As a direct result of my current services, I am better able to do things that I want to do.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Staff believe that I can grow, change and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Staff encourage me to take responsibility for how I live my life.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. My belief that I can maintain my wellness and recover from mental illness is supported by my current service provider(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

STATEMENT	RESPONSE OPTIONS					
	Strongly Agree (1)	Agree (2)	Undecided/ Neutral (3)	Disagree (4)	Strongly Disagree (5)	Not Applicable (9)
16. My current service provider(s) give me opportunities to learn skills that allow me to strengthen and maintain my wellness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Mutual support or recovery focused groups that are facilitated by peers are available to me through my current service provider(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Staff respect my wishes about who is and who is not to be given information about my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Staff help me to obtain the information I need so that I can take charge of managing my illness.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Staff are sensitive to my cultural background (race, religion, language, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. I am encouraged to use consumer-run programs (support groups, drop-in centers, consumer warm lines, social clubs, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. I am given information about my rights.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. I feel comfortable asking questions about my treatment and medication.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Staff tell me what side effects to watch out for.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. I, not staff, decide my treatment goals.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. Staff are willing to see me as often as I feel it is necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. Staff return my call within 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. Services are available at times that are good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. The location of services is convenient (public transportation, distance, parking, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. I am able to see a psychiatrist when I want to.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. I feel free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. I was able to get all the services I think I need.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. If I had other choices, I would still get services from my current service provider(s).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

STATEMENT	RESPONSE OPTIONS					
	Strongly Agree (1)	Agree (2)	Undecided/ Neutral (3)	Disagree (4)	Strongly Disagree (5)	Not Applicable (9)
34. I would recommend my current service provider(s) to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. I like the services that I receive.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. Other than my current service provider(s) in a crisis, I would have the support I need from family or friends.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Other than my current service provider(s), I am happy with the friendships I have.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Other than my current service provider(s), I have people with whom I can do enjoyable things.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Other than my current service provider(s), I feel I belong in my community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## HOUSING

### 40. Where are you currently living? *(Please check one)*

- ☐ (1) Owned or Rented Home or Apartment
- ☐ (2) Someone Else's Home or Apartment
- ☐ (3) Crisis Residence
- ☐ (4) Homeless or Homeless Shelter
- ☐ (5) Jail or Correctional Facility
- ☐ (6) Residential Care or Treatment
- ☐ (7) Medical Hospitalization
- ☐ (8) Psychiatric Hospitalization
- ☐ (9) Substance Abuse Treatment Hospitalization
- ☐ (10) Skilled Nursing Facility
- ☐ (11) Other \_\_\_\_\_

### 41. Have you lived in any of the following places in the last 12 months? *(Check all that apply)*

- ☐ Owned or Rented Home or Apartment
- ☐ Someone Else's Home or Apartment
- ☐ Crisis Residence
- ☐ Homeless or Homeless Shelter
- ☐ Jail or Correctional Facility
- ☐ Residential Care or Treatment
- ☐ Medical Hospitalization
- ☐ Psychiatric Hospitalization
- ☐ Substance Abuse Treatment Hospitalization
- ☐ Skilled Nursing Facility
- ☐ Other \_\_\_\_\_

**42. Are you currently receiving a rent subsidy?**

- ☐ Yes
- ☐ No

**42a. If yes, which do you receive?**

- ☐ Section 8 Housing
- ☐ Project Base Rental Subsidy
- ☐ BRAP
- ☐ Shelter Plus Care
- ☐ Other Rental Assistance

**EMPLOYMENT AND INCOME**

**43. Are you currently employed? *(Please check one)***

- ☐ (1) Competitively Employed Full-Time (*32+ hours per week*)
- ☐ (2) Competitively Employed Part-Time
- ☐ (3) Self-Employed
- ☐ (4) Not Employed, Looking for Work
- ☐ (5) Volunteer Work
- ☐ (6) Retired
- ☐ (7) Not Employed, Not Looking for Work
- ☐ (8) Working with Supports Part-Time
- ☐ (9) Sheltered Employment
- ☐ (10) Vocational Rehabilitation Services
- ☐ (11) Other

**44. What is your current income status? *(Please check all that apply)***

- ☐ No Income Source
- ☐ Earned Employment
- ☐ Unemployment Insurance
- ☐ Supplemental Security Income (SSI)
- ☐ Social Security Disability Income (SSDI)
- ☐ Temporary Assistance for Needy Families (TANF)
- ☐ General Assistance (GA)
- ☐ Veteran's Disability Payment
- ☐ Private Disability
- ☐ Workers Compensation
- ☐ Retirement from Social Security
- ☐ Veteran's Pension
- ☐ Pension from Former Job
- ☐ Child Support
- ☐ Alimony
- ☐ Trust
- ☐ Other



## HEALTH AND WELL-BEING

45. Height \_\_\_\_\_ Weight \_\_\_\_\_

46. Have you ever been told by your doctor or other health professional that you have? *(Check all that apply)*

- ☐ Angina or Coronary Heart Disease
- ☐ Heart Attack or Myocardial Infarction
- ☐ Stroke
- ☐ High Blood Cholesterol
- ☐ High Blood Pressure or Hypertension
- ☐ Diabetes
- ☐ Asthma
- ☐ Arthritis
- ☐ Epilepsy or Seizure Disorder
- ☐ Injury to Head or Brain
- ☐ Liver Condition *(e.g. Hepatitis, Cirrhosis, Decreased Liver Function)*

47. Do you now smoke cigarettes? *(Please check one)*

- ☐ (1) Everyday
- ☐ (2) Some Days
- ☐ (3) Not at all

48. During the past month, did you participate in any physical activities or exercises such as running, aerobics, basketball or other sports, gardening or walking for exercise?

- ☐ (1) Yes
- ☐ (2) No

49. Vigorous physical activities are those that cause large increases in breathing, heart rate or sweating. How many days per week do you do these vigorous activities for at least 10 minutes at a time?

Number of days per week \_\_\_\_\_

50. On the days when you drink alcohol, about how many drinks do you drink on average?

*(One drink is one can/bottle of beer or wine cooler, one glass of wine, one cocktail or one shot of liquor)*

Average number of drinks per day \_\_\_\_\_

51. How would you describe the condition of your teeth: *(Please check one)*

- ☐ (1) Excellent
- ☐ (2) Very Good
- ☐ (3) Good
- ☐ (4) Fair
- ☐ (5) Poor

**52. How long has it been since you had your teeth cleaned by a dentist or dental hygienist?**

Number of Months \_\_\_\_\_ Number of Years \_\_\_\_\_

**53. Would you say that in general your general health is: *(Please check one)***

- ☐ (1) Excellent
- ☐ (2) Very Good
- ☐ (3) Good
- ☐ (4) Fair
- ☐ (5) Poor

**54. Now thinking about your physical health, which includes physical illness and injury, for how many days during the past 30 days was your physical health not good?**

Number of Days \_\_\_\_\_

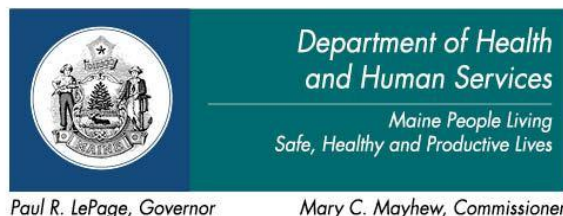
**55. Now thinking about your mental health, which includes stress, depression, and problems with emotions, for how many days during the past 30 days was your mental health not good?**

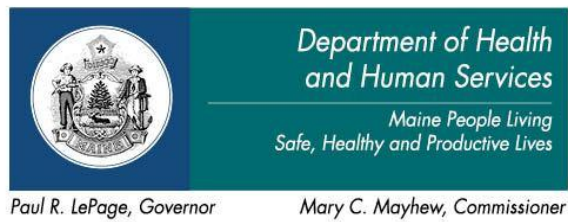
Number of Days \_\_\_\_\_

**56. During the past 30 days, about how many days did poor physical or mental health keep you from doing usual activities, such as self-care, school, or recreation?**

Number of Days \_\_\_\_\_

**Thank you for taking the time to complete this survey!**  
**If you have any questions, please call 1-888-367-5124.**





## Non-Discrimination Notice

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